

KETTLERSVILLE Docket: 1358060 45336

*These are the 1st 18 documents that should be completed Scanned and sent to the MPOO for review

Page	Document
1.	<u>Request/approval to study for discontinuance (05/09/2011)</u>
2.	<u>Notice (if appropriate) to Headquarters of suspension</u> NA
3.	<u>Notice (if appropriate) to customers/district personnel of suspension</u> NA
4.	<u>Highway map with community highlighted (05/10/2011)</u>
5.	<u>Eviction notice (if appropriate) (05/10/2011)</u>
6.	<u>Building inspection report and original photos of building deficiencies (if appropriate) (05/10/2011)</u>
7.	<u>Post Office and community photos (06/09/2011)</u>
8.	<u>PS Form 150, Postmaster Workload Information (05/10/2011)</u>
9.	<u>Worksheet for calculating work service credit (05/10/2011)</u>
10.	<u>Window transaction record (06/08/2011)</u>
11.	<u>Record of incoming mail (06/08/2011)</u>
12.	<u>Record of dispatched mail (06/08/2011)</u>
13.	<u>Administrative postmaster/OIC comments (06/08/2011)</u>
14.	<u>Inspection Service/local law enforcement vandalism reports (05/10/2011)</u>
15.	<u>Post Office fact sheet (06/08/2011)</u>
16.	<u>Community fact sheet (06/08/2011)</u>
17.	<u>Alternate service options/cost analysis (06/08/2011)</u>
18.	<u>Form 4920, Post Office Fact Sheet (06/08/2011)</u>
19.	<u>Recomendation and Service Replacement Type (06/09/2011)</u>
20.	<u>Questionnaire instruction letter to postmaster/OIC (06/21/2011)</u>
21.	<u>Cover letter, questionnaire, and enclosures (06/16/2011)</u>
22.	<u>Returned customer questionnaires and Postal Service response letters (06/16/2011)</u>
23.	<u>Analysis of questionnaires (07/20/2011)</u>
24.	<u>Community meeting roster (07/20/2011)</u>
25.	<u>Community meeting analysis (07/20/2011)</u>
26.	<u>Community meeting letter (06/16/2011)</u>
27.	<u>Petition and Postal Service response letter (if appropriate) (07/07/2011)</u>
28.	<u>Congressional inquiry and Postal Service response letter (if appropriate) (07/05/2011)</u>
29.	<u>Proposal checklist (06/08/2011)</u>
30.	<u>District notification to Government Affairs (07/22/2011)</u>
31.	<u>Instructions to postmaster/OIC to post proposal (07/20/2011)</u>
32.	<u>Invitation for comments exhibit (07/22/2011)</u>

33.	Proposal exhibit	7/20/2011		
34.	Comment form exhibit	(07/20/2011)		
35.	Instructions for postmaster/OIC to remove proposal	(07/20/2011)		
36.	Round-date stamped proposals and invitations for comments from affected offices	(09/29/2011)		
37.	Notification of taking proposal and comments under internal consideration	(07/20/2011)		
38.	Proposal comments and Postal Service response letters	(09/29/2011)		
39.	Premature Postal Regulatory Commission appeal and Postal Service response letter			
40.	Analysis of comments	(09/29/2011)		
41.	Revised proposal (if appropriate)	(07/20/2011)		
42.	Updated PS Form 4920 (if appropriate)	(06/08/2011)		
43.	Certification of record	(09/29/2011)		
44.	Log of Post Office discontinuance actions	(09/29/2011)		
45.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	(09/30/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
46.	Headquarters' acknowledgment of receipt of record	(10/03/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
47.	Final determination transmittal letter from Headquarters	(10/11/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
48.	Instruction letter to postmaster/OIC on posting	(10/14/2011)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
49.	Round-date stamped final determination cover sheets	Still Posted	<input type="checkbox"/>	
50.	Postal Bulletin Post Office Change Announcement		<input type="checkbox"/>	<input checked="" type="checkbox"/>
51.	Appeal letter	(10/27/2011)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



05/09/2011

CHU FALLING STAR
DISTRICT MANAGER
CINCINNATI PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the OH-04 congressional district.

Post Office Name:	KEITTLERSVILLE
Zip+4 Code:	45336-9998
EAS Level:	11
Finance Number:	384046
County:	Shelby
Proposed Admin Office:	ANNA
ADMIN Miles Away:	7.7
Near Office Name:	BOTKINS
Near Miles Away:	6.2
Number of Customers:	
Post Office Box:	69
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	69
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code
Maintain Town Name:	Yes <input checked="" type="checkbox"/> NO <input type="checkbox"/>

The above office became vacant when the postmaster retired on 07/31/2009.

Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.

CHERYL KELLNER
Manager, Post Office Operations

Approval to Study for Discontinuance:

CHU FALLING STAR
DISTRICT MANAGER
CINCINNATI PFC

05/09/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1368960

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: Shelby
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 05/10/2011
Fax No: (513) 684-5749



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: Shelby
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 05/10/2011
Fax No: (513) 684-5749

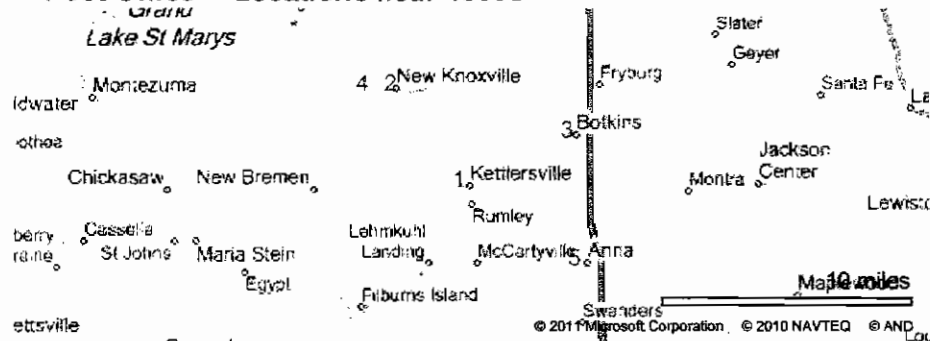


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Post Office™ Locations

[PRINT](#) | [BACK](#)

Post Office™ Locations near 45336



1 Post Office™

Location - KETTLERSVILLE

16620
 KETTLERSVILLE RD
 KETTLERSVILLE, OH
 45336-9998
 (800) ASK-USPS
 (800) 275-8777
 (937) 693-3226

0.0 mi

Business Hours

Mon-Fri
 8:00am-12:00pm
 12:30pm-4:30pm
 Sat
 8:00am-12:00pm
 Sun
 closed

Services

PO Boxes Online

Service hours may vary. Please
 check link for business hours.

2 Post Office™

Location - NEW KNOXVILLE

105 S MAIN ST
 NEW KNOXVILLE, OH
 45871-9998
 (800) ASK-USPS
 (800) 275-8777
 (419) 753-2890

4.7 mi

Business Hours

Mon-Fri
 9:00am-12:00pm
 1:00pm-4:30pm
 Sat
 9:00am-12:00pm
 Sun
 closed

Services

Passport Application Services PO Boxes Online

Service hours may vary. Please
 check link for business hours.

3 Post Office™

Location - BOTKINS

106 S MILL ST
 BOTKINS, OH 45306-
 9998
 (800) ASK-USPS
 (800) 275-8777
 (937) 693-3757

4.7 mi

Business Hours

Mon-Fri
 8:00am-12:30pm
 1:00pm-4:00pm
 Sat
 9:00am-12:00pm
 Sun
 closed

Services

PO Boxes Online

Service hours may vary. Please
 check link for business hours.

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- 4 **Post Office™**
Location - CPU
WAY
INTERNATIONAL
19100 E SHELBY RD
NEW KNOXVILLE, OH
45871-9903
(800) ASK-USPS
(800) 275-8777
(419) 753-2523
5.5 mi

Business Hours
Mon-Fri
8:00am-5:00pm
Sat-Sun
closed

- 5 **Post Office™**
Location - ANNA
103 N 2ND ST
ANNA, OH 45302-
9998
(800) ASK-USPS
(800) 275-8777
(937) 394-2141
5.6 mi

Business Hours
Mon-Fri
8:30am-12:00pm
1:00pm-4:30pm
Sat
8:30am-11:30am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

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See who is calling you

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Eviction Notice

A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: Shelby
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 05/10/2011
Fax No: (513) 684-5749



Building Inspection Report

A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: Shelby
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 05/10/2011
Fax No: (513) 684-5749

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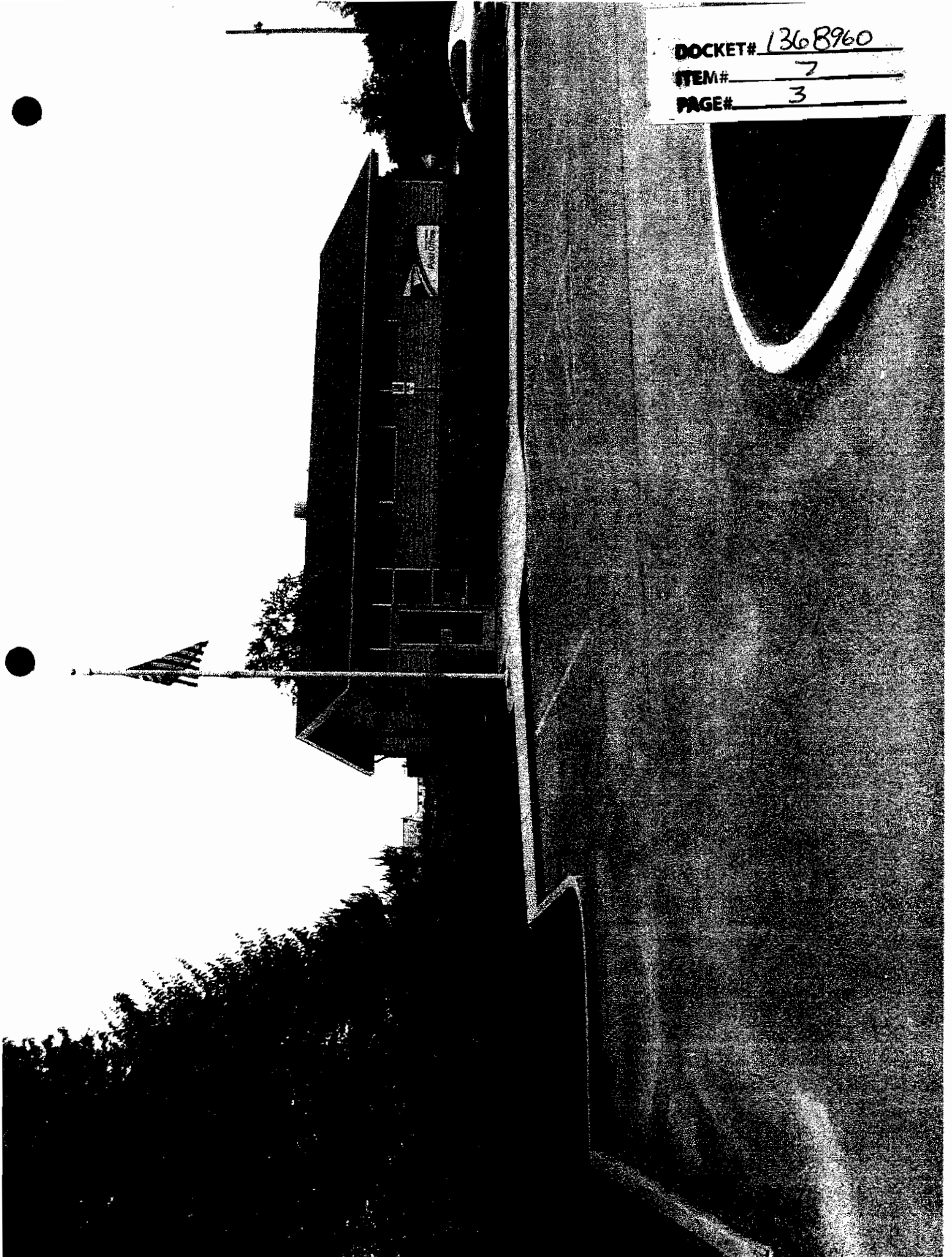
North
View

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South
View

United States
Post Office

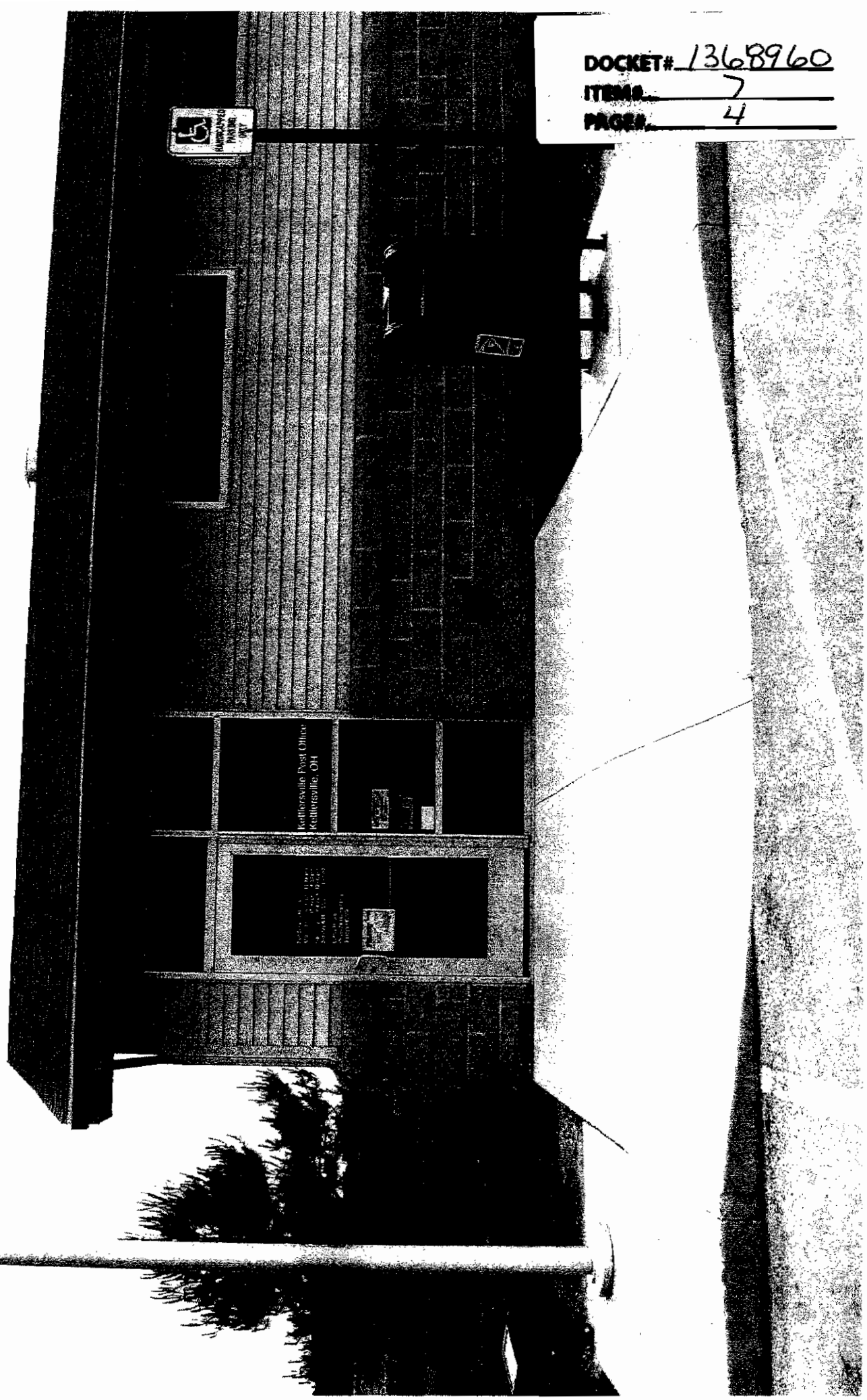
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International Shipping

Priority Mail
Express Mail
Global Express
Guaranteed

Extra Services

Signature Confirmation
Registered Mail
Insured Mail
Return Receipt

Stamps & Other Services

Postage & Fees
Postage Meter
Postage Payment



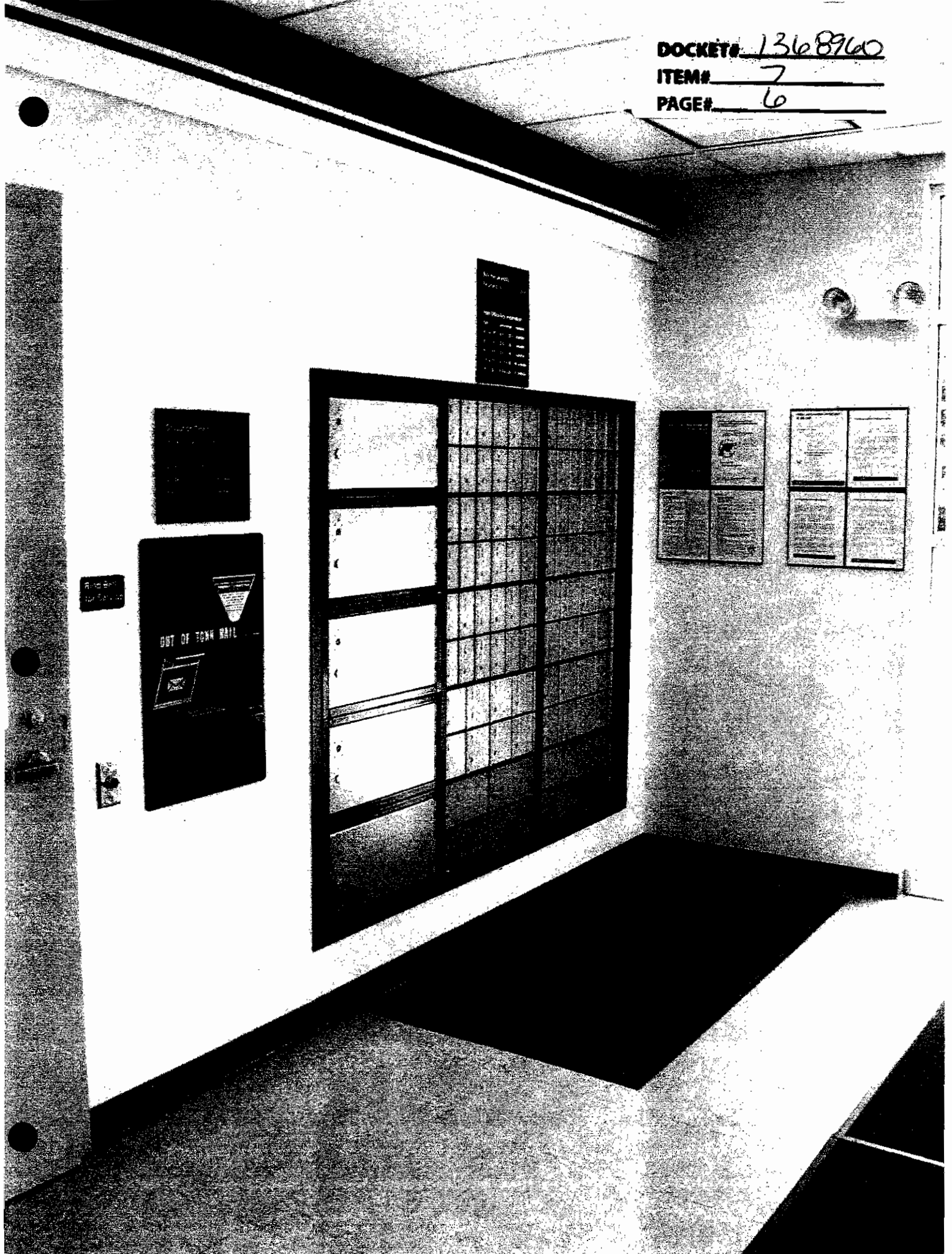
Shipping a
Reused Box?

WARNING!

**IS YOUR PACKAGE
SAFE TO MAIL?**
You could be mailing hazardous materials
and not even know it.



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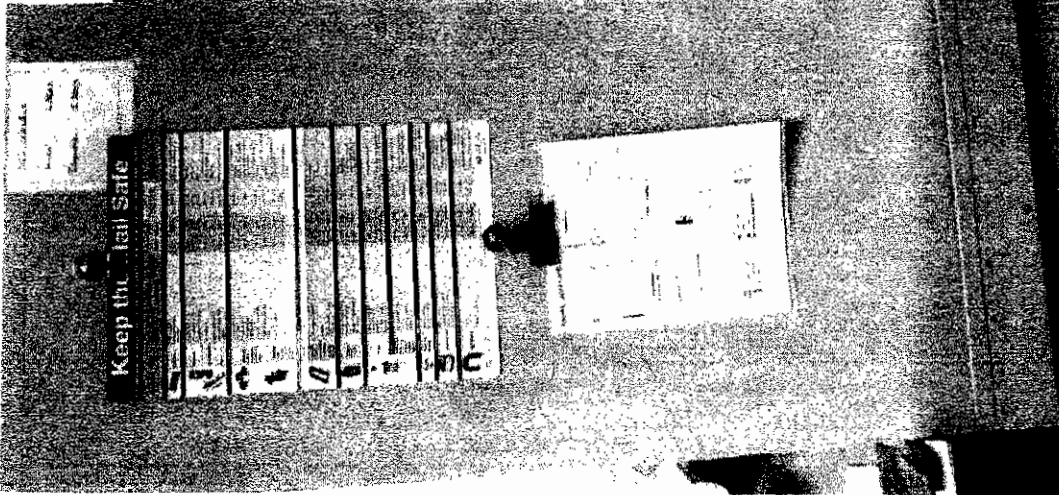
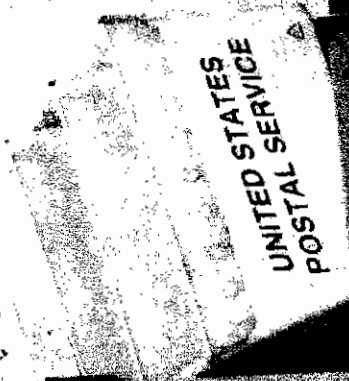
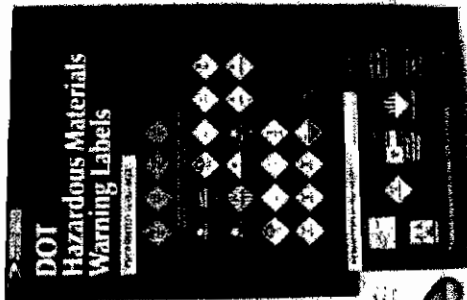


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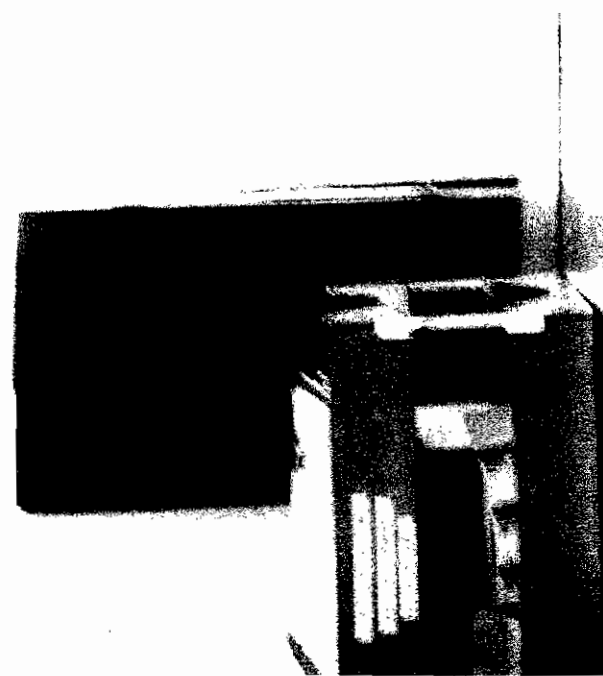
U.S. & International Shipping

AREA
COUN
FILES

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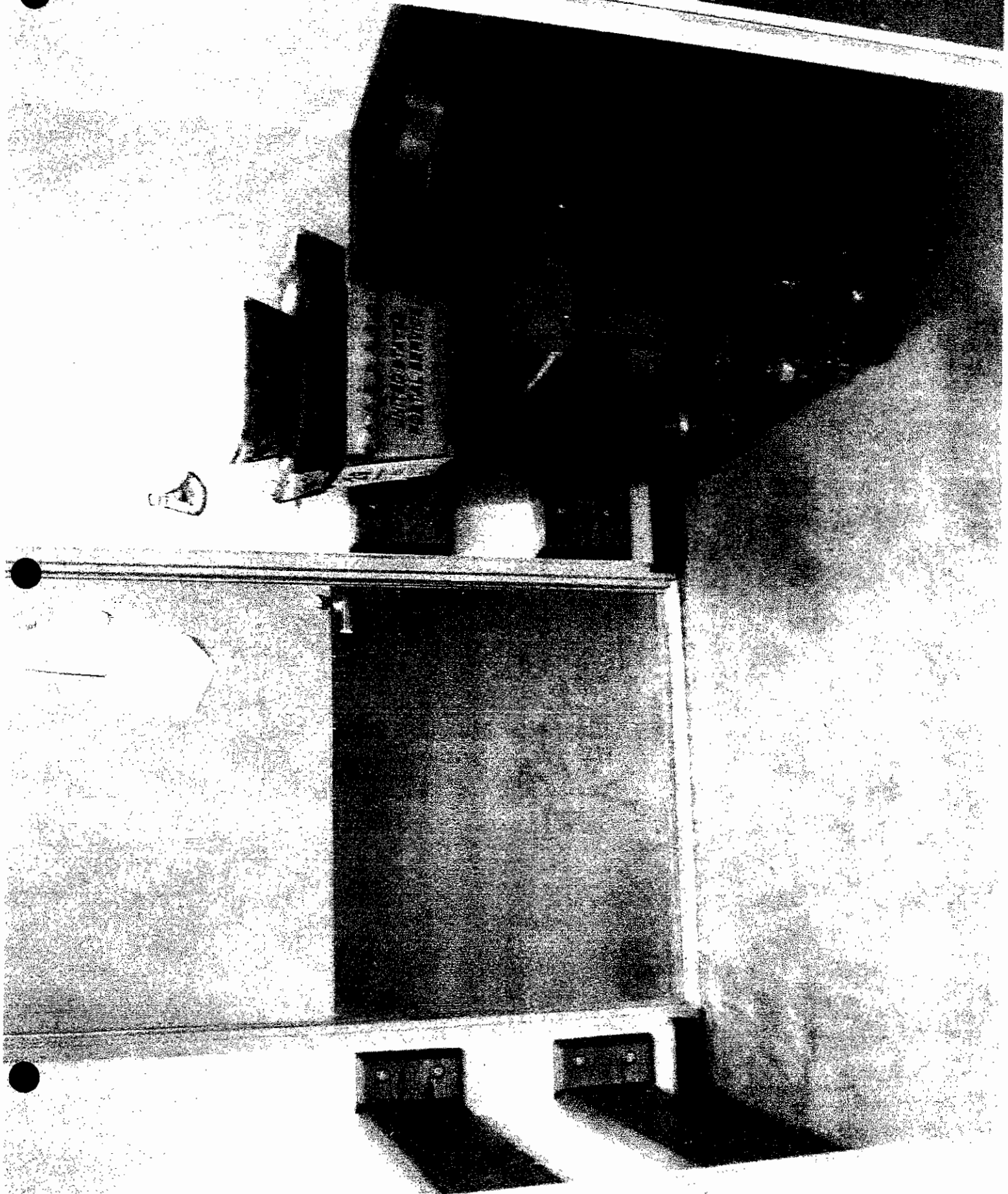
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Anonymous Mail
What is Anonymous Mail?

What do I do with it?
Identify, isolate, & remove
Examine to see how you can help
Apply 501(c)(3) rules
Protect the donor's identity

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PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code KETTLERSVILLE, OH 45336		Postmaster's Signature	Date
District Office, State & Zip Code CINCINNATI PFC, OHIO 45234		District Manager's Signature Chu Faling star	Date 05/10/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	384046
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Cell Boxes Rented	(10-15)	69
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility from Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete 'Seasonal Workload' section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	69	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 8 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a pulling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: KETTLERSVILLE
Office Zip+4: 45336 -9998 District: CINCINNATI PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150).	<u>69</u>	X 1.0	=	<u>69</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>69</u>

Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>59</u> units	=	<u>29.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>54.50</u>

Activity WSCs 69 + Revenue WSCs = 54.50 Base WSCs 123.50 = EAS Grade E

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

BOB REDDEN

BOBBY.D.REDDEN@USPS.GOV

Printed Name

Signature

CINCINNATI PFC District Review Coordinator

05/10/2011

Title

Date



05/10/2011

OIC/POSTMASTER

SUBJECT: KETTLERSVILLE Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to KETTLERSVILLE customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the KETTLERSVILLE Post Office for a 2-week period. The surveys should begin 05/14/2011 and end on 05/27/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 05/28/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact BOB REDDEN, Post Office Review Coordinator, at (513) 684-5454.

A handwritten signature in black ink that reads "Bob Redden".

BOB REDDEN

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1368960

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1368960

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1368960

Window Transaction Survey

Window Transaction Survey

PO Name: KETTLERSVILLE ZIP+4: 45336 - 9998 Completed By: BOB REDDEN
Survey Period: 05/14/2011 through 05/27/2011

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 05/14	5	0	0	0	0	0	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	15	1	0	0	0	1	0	5
Tue - 05/17	29	0	0	0	0	0	0	2
Wed - 05/18	19	4	0	0	0	0	0	2
Thu - 05/19	24	15	0	0	0	1	0	3
Fri - 05/20	18	9	0	0	0	2	0	2
Sat - 05/21	6	2	0	0	0	0	0	2
Sun - 05/22	0	0	0	0	0	0	0	0
Mon - 05/23	17	6	1	0	0	0	0	1
Tue - 05/24	20	8	0	0	0	0	0	2
Wed - 05/25	22	13	0	0	0	3	0	3
Thu - 05/26	21	5	0	0	0	0	0	0
Fri - 05/27	22	9	0	0	0	0	0	3
TOTALS	218	72	1	0	0	7	0	25
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	14.1	6.5	0.2	0.0	0.0	1.0	0.0	2.5
Average Number Daily Transactions:	26.9				Average Daily Retail Workload in Minutes:			
					24.3			

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 KETTLERSVILLE 45336 - 9998
Dates Recorded 05/14/2011 through 05/27/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/14	132	38	19	31	3	3	0	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	208	151	29	38	1	3	0	0
Tue - 05/17	113	19	10	38	1	4	0	0
Wed - 05/18	113	38	38	39	2	1	0	0
Thu - 05/19	176	32	28	20	1	3	0	0
Fri - 05/20	131	20	15	23	3	1	0	0
Sat - 05/21	170	38	10	19	4	0	0	0
Sun - 05/22	0	0	0	0	0	0	0	0
Mon - 05/23	212	83	19	29	2	2	0	0
Tue - 05/24	132	39	10	28	1	0	0	0
Wed - 05/25	132	57	21	36	4	1	0	0
Thu - 05/26	151	38	24	33	2	1	0	0
Fri - 05/27	117	53	16	22	0	2	0	0
TOTALS	1,787	606	239	356	24	21	0	0
Daily Average	148.9	50.5	19.9	29.7	2.0	1.8	0.0	0.0

Signature of Person Making Count:

Printed Name:

Date:

BOB REDDEN

BOB REDDEN

06/08/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
(Record in Pieces)

Post Office Name and Zip+4 KETTLERSVILLE 45336 - 9998

Dates Recorded 05/14/2011 through 05/27/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 05/14	26	0	1	0	0	0	1	0
Sun - 05/15	0	0	0	0	0	0	0	0
Mon - 05/16	47	0	2	0	2	0	1	0
Tue - 05/17	38	0	4	1	1	0	1	0
Wed - 05/18	40	0	2	0	3	0	1	0
Thu - 05/19	81	0	10	0	2	0	1	1
Fri - 05/20	32	0	6	0	1	2	1	3
Sat - 05/21	21	0	0	0	1	1	1	0
Sun - 05/22	0	0	0	0	0	0	0	0
Mon - 05/23	65	0	3	0	2	0	2	1
Tue - 05/24	64	0	8	0	0	0	1	0
Wed - 05/25	43	0	8	0	1	1	1	0
Thu - 05/26	46	0	0	0	2	3	1	0
Fri - 05/27	38	0	7	0	2	0	1	0
TOTALS	541	0	51	1	17	7	13	5
Daily Average	45.1	0.0	4.3	0.1	1.4	0.6	1.1	0.4

Signature of Person Making Count: BOB REDDEN

Printed Name: BOB REDDEN

Date: 06/08/11



06/08/2011

OIC/POSTMASTER

SUBJECT: KETTLERSVILLE Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the KETTLERSVILLE Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the KETTLERSVILLE Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to BOB REDDEN by 06/22/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>69</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>69</u>

If you have any comments on alternate means of providing services to the KETTLERSVILLE customers, please provide them below:

Zero permit mailers, Zero postage meters

BOB REDDEN *Bob Redden*
Post Office Review Coordinator

Comments:

One of the business in town was a pick-up point for UPS but recently stopped and is shipping with the post office now.

cc: Official Record



05/10/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the KETTLERSVILLE Post Office, 45336 - 9998, located in Shelby County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

Bob Redden

BOB REDDEN

Post Office Review Coordinator

CINCINNATI PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record

Post Office Survey Sheet

Post Office Name	<u>KETTLERSVILLE</u>	ZIP+4	<u>45336-9998</u>
Congressional District	<u>OH-04</u>	Date	<u>06/08/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.
Service needs in the community have declined and alternate services provided by the post office would provide as good or better service to the community.

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? USPS owned modular on leased land. LED 12/31/11, rent \$2,400/yr, 30day termination

4. Are suitable alternate quarters available for an independent Post Office? If so, where?
None

5. List potential CPO sites.
None

6. Are there any postage meter customers or permit mailers? ☒ Yes ☐ No
If yes, please identify them by name and address.
Trupointe Cooperative Propane P.O.Box 128 8977 St. Rt. 274 Kettlersville, ohio 45336

7. Which career and noncareer employees will be affected and what accommodations will be made for them?
The office has a vacant postmaster position. The OIC is a PTF clerk from a local office and will return to their job or work as a OIC in another office. The PMR will be given the option of working in another office as a PMR.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?
Incoming mail is delivered by an HCR truck driver at 6:30 am. The dispatched mail is pick up also by a HCR truck driver at 4:30 pm. The contract for that office will be canceled and the truck route changed. No lock pouch will be needed.

How many Post Office boxes are installed? 92

How many Post Office boxes are used? 69

What are the window service hours? 08:00 to 12:00 to 12:30 to 16:30 M-F

08:00 to 12:00 S

What are the lobby hours? 24 hours M-F

24 hours S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
None found.

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? All items are owned by the post office.	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. No CBU/parcel lockers will be needed.	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? None.	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	H46
b.	Will this change result in the route being overburdened?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	68, box 1.00 Miles
d.	What would be the additional annual expense if the route is increased?	6034
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	2 pm
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>KETTLERSVILLE</u>	ZIP+4	<u>45336-9998</u>
Congressional District	<u>OH-04</u>	Date	<u>06/08/2011</u>

1. Incorporated? ☒ Yes ☐ No
Local government provided by: Kettersville Village Council
Police protection provided by: Sidney County Sheriff
Fire protection provided by: Van Buren Township Fire Dept.
School location: Anna Ohio
2. What population growth is expected? (Please document your source)
Minimal, Kettersville Mayor Ben Bowsher
3. What residential, commercial, or business growth is expected? (Please document your source)
Two new houses this year. Mayor Ben Bowsher
History. (Are there any special historical events related to the community?)
Are there any special community events to consider?
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)
Historical none. Events Fireman's Picnic. Landmark No
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
Retirees, commuters and self-employed
Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center).
Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?
Public bulletin board, government form distribution center.

Rural Route Cost Analysis Form

Docket: 1368960 - 45336

Item Nbr: 17

Page Nbr: 2

Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: KETTLERSVILLE

Office Zip+4: 45336 -9998

District: CINCINNATI PFC

1. Enter the number of additional boxes to be added to the rural route

68

2. Enter the number of additional miles to be added to the route
Enter the volume factor

1.00

2.35

Total (additional boxes x volume factor) 159.80

3. Enter the number of additional boxes to be added to the rural route

68

Centralized boxes

0.00

x 1.00 Min

0.00

Regular L route boxes

0.00

x 1.82 Min

0.00

Regular Non-L route boxes

68.00

x 2.00 Min

136.00

Total additional box allowance 136.00

4. Enter the number of additional daily miles to be added to the rural route

1.00

x 12 Mileage
Standard

12.00

Total additional minutes per week
(miles carried to two decimal places) 307.80

5. Total additional annual minutes (additional minutes per week year)

307.80

x 52 Weeks

16,005.60

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour)

16,005.60

/ 60 Minutes

266.76

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated)

22.62

Total Annual Cost (additional annual hours x rural cost per hour) 6,034.11

8. Enter lock pouch allowance (if applicable)

0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 6,034.11

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: KETTLERSVILLE

Office Zip+4: 45336 -9998

District: CINCINNATI PFC

1. Enter the number of additional boxes to be added to the route 0 x 3.64 hours per year 0.00

2. Enter the number of additional miles to be added to the route 0.00 x 10.40 hours per year 0.00

Total time added to the route 0.00

3. Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer) 0.00

Total additional compensation (HCR hourly rate x total time added to the route) 0.00

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/08/2011																								
2. Post Office Name KETTLERSVILLE		3. State and ZIP + 4 Code OH, 45336-9998																										
4. District, Customer Service CINCINNATI PFC	5. Area, Customer Service EASTERN	6. County Shelby	7. Congressional District OH-04																									
8. Reason for Proposal to Discontinue Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/31/2009 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 1 No of Non-Career- 0		a. Time M-F 08:00 to 12:00 to 12:30 to 16:30 Sat 08:00 to 12:00 Total Window Hours Per Week a. Lobby Time M-F 24 hours Sat 24 hours 44.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 69 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 69 g. No. Receiving Duplicate Service 1 h. Average No. Daily Transactions 26.90		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>199</td> <td>45</td> </tr> <tr> <td>b. Newspaper</td> <td>50</td> <td>4</td> </tr> <tr> <td>c. Parcel</td> <td>4</td> <td>2</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>2</td> </tr> <tr> <td>e. Total</td> <td>253</td> <td>53</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	199	45	b. Newspaper	50	4	c. Parcel	4	2	d. Other	0	2	e. Total	253	53	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	199	45																										
b. Newspaper	50	4																										
c. Parcel	4	2																										
d. Other	0	2																										
e. Total	253	53																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
15a. Finances a. FY 2008 2009 2010		Receipts \$ 32,026 \$ 28,215 \$ 32,205 b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168 c. PM Fringe Benefits (33.5% of b.) \$11,111																										
16a. Quarters																												
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 12/31/2011 Annual Lease \$ 2400 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain: USPS owned modular on leased land. LED 12/31/11, rent \$2,400/yr, 30day termination, 2-5yr R/O's available at \$2,400/yr.																												
17. Schools, Churches and Organization in Service Area: No: 4 Van Buren Township Fire Department, Village of Kettlersville, Kettlersville Well Assn., Immanuel United Church of Christ		19. Administrative/Emanating Office (Proposed): Name ANNA EAS Level 16 Miles Away 7.7 Window Service Hours: M-F and 1 pm to 4:30 pm SAT 8:30 am to 11:30 am Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 254																										
18. Businesses in Service Area: No: 6 Kettlersville Inn, E-Z Hutch, Roettger Hardwood, Diversfeld Electrical, Trupointe Cooperative Propane, Trupointe Cooperative INC		20. Nearest Post Office (if different from above): Name BOTKINS EAS Level 15 Miles Away 6.2 Window Service Hours: M-F and 1 pm to 4 pm SAT 9 am to 12 pm Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 62																										
21. Prepared by																												
Printed Name and Title BOB REDDEN		Signature BOB REDDEN		Telephone No. AC () (513) 684-5454																								
PO Discontinuance Coordinator Name BOB REDDEN		Location CINCINNATI, OHIO																										



A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: Shelby
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 07/20/2011
Fax No: (513) 684-5749



06/21/11

OIC/POSTMASTER

SUBJECT: KETTLERSVILLE Post Office

Enclosed are questionnaires addressed to customers of the KETTLERSVILLE Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 06/30/2011 for further review.

A handwritten signature in cursive script that reads "Bob Redden".

Bob Redden
Post Office Review Coordinator
Enclosures



06/16/2011

POSTAL CUSTOMER
KETTLERSVILLE POST OFFICE
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the Kettlersville Post Office retired on 07/31/2009. The Office is being studied for possible closing or consolidation for the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Anna Post Office.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the Anna Post Office, located 7.7 miles away. Hours of service at this office are 8:30 am to 12 pm and 1 pm to 4:30 pm, Monday through Friday, and 8:30 am to 11:30 am on Saturday. Post Office box service is available at this location at the same fees.

In addition retail services are also available at the Botkins Post Office, located 6.2 miles away. Hours of service at this office are 8 am to 12:30 pm and 1 pm to 4 pm, Monday through Friday, and 9 am to 12 pm on Saturday.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Van Buren Township Fire Department located at 8833 North St. on June 30th from 6:00 pm to 7:00 pm to answer questions and provide information about our service. All questionnaires are to be returned no later than July 7th.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 06/30/2011 using the pre-addressed envelope provided or at the community meeting. Please be aware that, if we formalize a proposal, your questionnaire will become part of an official record and will be available for public viewing.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the on Thursday, June 30, 2011 from to to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Bob Redden at (513) 684-5454.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: _____

Address: _____

Telephone: _____

Date: _____

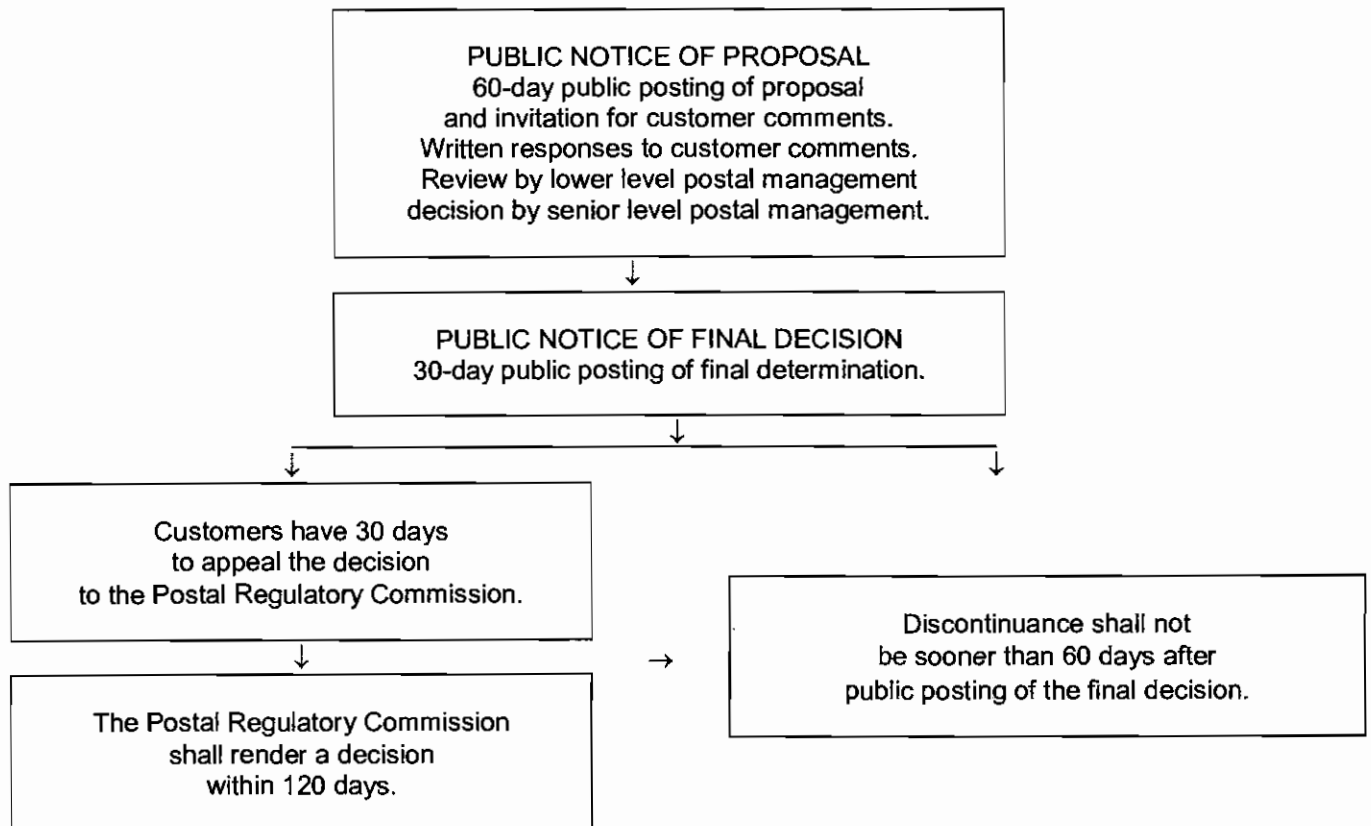
Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Summary of Postal Service Retail Facility Change Regulations

Certain regulations based on federal law apply when postal managers propose to replace a Post Office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory provisions appears in Title 39, *United States Code*, Section 404(b), while the implementing regulations appear in Title 39, *Code of Federal Regulations*, Part 241.3.

According to implementing regulations, an initial investigation and any subsequent formal proposal to discontinue a Post Office originate with postal field managers responsible for Post Offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected Post Offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected Post Offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no Post Office may be closed sooner than 60 days after the public posting of the final decision.



DC FORM 1368960
ITEM# 21
PAGE# 5



**POST OFFICE ON WHEELS
SERVICES AVAILABLE FROM RURAL AND
HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.



07/20/2011

BENJI & PATTY STEINKE

P.O. BOX 86
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET#
ITEM# 22
PAGE# 1A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCKET# _____
ITEM# 22
PAGE# 18



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: It would actually be more convenient if our mail was delivered to our house.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping - Sidney, OH or Wapakoneta, OH
☒ Personal needs - varies
☒ Banking - Anna, OH or Bowling, OH
☐ Employment
☒ Social needs - various towns

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Dengi + Patty Steinke Steinke

Address: P.O. Box 86 8778 North St. Kettlersville OH 45336

Telephone: (937) 693-1502

Date: 6/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

HOLTKAMP IMPLEMENT INC.
8800 ST. RT. 274
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

DOCKET# _____
ITEM# 22
PAGE# 2B



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

WE ARE A BUSINESS -

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Holtkamp ^{Imp. Inc.} Inc.

Address:

8800 St. Rt. 274, Kettlersville, OH 45336

Telephone:

937-693-8691

Date:

6-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

JOHN & CAROLYN SHUMATE
8766 NORTH ST.
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

ITEM# 22

PAGE# 3B



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: John & Carolyn Shumate

Address: 8766 North St, Kettlersville, Ohio 45336

Telephone: 937-693-6365

Date: 6/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

KAREN & NORBERT BERNING

P.O.BOX 65
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DUCKET#
ITEM# 82
PAGE# 4A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never	
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Once in a while
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCUMENT
ITEM# 22
PAGE# 48



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sidney
☒ Personal needs Sidney
☒ Banking Sidney
☒ Employment Sidney
☒ Social needs Kettlersville, & Sidney & Wapakoneta

5. Do you currently use local businesses in the community?

☒ Yes ☒ No There isn't any but the restaurant
If yes, would you continue to use them if the Post Office is discontinued?
☒ Yes ☐ No

Mailing Address

Name: Karen & Norbert Berning
Address: P.O. Box 65, Kettlersville, Oh 45336
Telephone: 937-693-4351
Date: 6/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DOCKET# _____
ITEM# 22
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Just a note

We as a town
went through
this before. It
was decided at that
time to keep open our post
office by building a nice
new building to house
the post office.

People come from McCartyville
and the surrounding country
to use the post office.
There is a few businesses
here that have mailings.
It is nice to have our
mail in a safe mailbox
and not in a rural box.
This post office would be



DOCKET# _____
ITEM# 22
PAGE# 4D

Just a note

*Sadly missed
by all
around Kettleville*



Karen Berning



07/20/2011

BETTY FISHER

16400 EASY ST.
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET#
ITEM# 22
PAGE# 5A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCKET # _____
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PAGE# SB



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

I hope now there is going to be a Post Office

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Generally across the county
☒ Personal needs _____
☒ Banking _____
☒ Employment _____
☒ Social needs Friends & family

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Betty J. Fisher

Address: 16412 Laurel Street

Telephone: Kelleyville, Ohio 43021 (937) 623-2122

Date: 6-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

LINDA MILLER

P.O. BOX 101
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DUCKETT
ITEM# 22
PAGE# 6A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

work is Sunday

DOCKET# _____
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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: LINDA MILLER

Address: PO Box 101 Kettlersville

Telephone: _____

Date: 6/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

DAVID MCCUNE

P.O.BOX 81
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# _____
ITEM# 22
PAGE# 7A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

I'm a senior citizen with a disabilities

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DUCKET# _____
ITEM# 22
PAGE# 2B



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sidney
☒ Personal needs Sidney
☒ Banking No banking in Botkins
☐ Employment _____
☐ Social needs _____

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: David McCune

Address: 16426 Easy Ave P.O. Box 81

Telephone: 937-693-3259

Date: 6-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

MR. & MRS CHARLES SLOAN
P.O.BOX 172
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# _____
ITEM# 22
PAGE# 8A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: Mr + Mrs Charles Sloan

Address: POB 172 Kettlersville Ohio 45036

Telephone: _____

Date: June 23, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

RON & WANDA CHANDLER
P.O. BOX 83
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DUCKET# _____
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PAGE# 9A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☒ Worse

If yes, please explain: To change mail delivery, I will have to drive to "A" post office if I want to do any postal service where I can walk to P.O. now. Takes gas to drive

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Ron & Wanda Chandler

Address:

P.O. Box 83

Telephone:

710-2868 (937)

Date:

6.23.2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

JANE GREVE

P.O. BOX 59
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# _____
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PAGE# 10A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

not directly but there are places I could stop

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sidney, Lima, Wapakoneta
☒ Personal needs " " "
☒ Banking Botkins
☐ Employment _____
☒ Social needs Botkins, Lima, Payton, Columbus

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: Jane Greve

Address: P.O. Box 59

Telephone: 937-693-2287

Date: 6/27/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

WILLIAMSON

P.O.BOX 120
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- You expressed a concern about a change in address. Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET#
ITEM# 22
PAGE# 11A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

get off highway @ 274 exit
Do not like to go thru Anna, like to
walk to Post Office
why did they spend tax money to build
a new building seems to be a waste
if we do not use it.

DOCUMENT
ITEM# 22
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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service
will compare to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

Post Office because of cut backs in Anna. Had to change zip codes mail was a mess for sometime

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Sidney
<input checked="" type="checkbox"/>	Personal needs	Sidney
<input checked="" type="checkbox"/>	Banking	Sidney
<input checked="" type="checkbox"/>	Employment	Columbus
<input checked="" type="checkbox"/>	Social needs	Sidney

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Williamson

Address: 9009 ST RT 274 P.O. # 120

Telephone: 937-419-0488

Date: 6-23-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

ELAINE & JAMES STATON

P.O.BOX 162
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Doc ID:
 ITEM# 22
 PAGE# 127



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Rarely
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Rarely
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

We used to until we were told we couldn't anymore.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Work in Sidney

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PAGE# 12B



- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Will we lose our Zip code? Increased
theft of ID theft + stolen/lost mail

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs Except K-ville Inn

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Elaine + James Staton
Address: PO Box 162 Kethlersville OH 45336
Telephone: 937-638-3211
Date: 6/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

GREGORY GEPFREY

P.O. BOX 130
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- At the current location the building is owned by the Postal Service but the land is leased. Installing CBUs (centralized delivery) in an area of the town for residents that have no location for a rural box will be reviewed on a case to case basis.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

DOCKET# _____
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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

GREGORY GEFREY

Address:

8895 ST RT 274 Kettlesville OH 45336
Box 130

Telephone:

Date:

6/30/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

How Late will the MAIL BE IF By Foot?

Does it matter How much it cost? ~
What if

Your saying Having the Post Master
Drive to Each Box at Each House
is cheaper then.

HAVEING ALL BOXES AT ONE LOCATION
is cheaper if the VALLAGE might
TAKE CARE OF BUILDING?



07/20/2011

DONALD BERTKE
9070 PLEIMAN RD.
ANNA, OH 45302

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service
will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these
services?

☒ Shopping SIDNEY
☒ Personal needs SIDNEY
☒ Banking ANNA - SIDNEY
☒ Employment MCCARTYVILLE
☒ Social needs SIDNEY

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: DONALD L. BEATKE

Address: 9070 PLEIMAN ROAD ANNA, OHIO 45302

Telephone: 937-226-5854

Date: 6-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to
complete this questionnaire.



07/20/2011

VILLAGE OF KETTLERSVILLE

P.O. BOX 144
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- In some location CBUs are installed for delivery of mail due to security and when there is no location for rural box installation. The CBUs are a locked multi delivery mail box that would be serviced by the rural carrier and provides the customer with security of their mail that can only be retrieved with a key by the customer.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Doc# 1368960
ITEM# 22
PAGE# 15A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Subway

DUCKET# _____
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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service
will compare to your current service?

☐ Better - ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Village Offices are not manned on a daily basis. Mail would be unsure staying in box for days at a time.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: Village of Kettleville

Address: PO Box 144

Telephone: _____

Date: 7/1/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

BRENDA PLATFOOT

P.O.BOX 170
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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PAGE# 116A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

Brenda Plattfoot

Address:

8810 North Street P.O. Box 170

Telephone:

937-693-6635

Date:

6-23-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

PHIL & JOAN BUEHLER
P.O. BOX 156
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCKET# _____
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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Phil + Joan Buehler

Address: 8903 North St. P.O. Box 156 - Kettlersville, OH

Telephone: 937-693-3093

Date: July 6, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Please KEEP IN MIND, that if this Post Office is closed, more of the people who live in Kettlersville will use the computer to buy stamps, etc., which will also show a decrease in sales across the board which is



07/20/2011

NELLIE MCMASTER

P.O. BOX 84
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about leaving money in the mailbox. A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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ITEM# 22
PAGE# 184



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Sidney, Troy - Piquette - Minster
☒ Personal needs Libra, Sidney - St Mary's
☒ Banking Sidney
☒ Employment Self Employed -
☒ Social needs Troy - Springfield -

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: Nellie Mc Master

Address: Box 84 - Kettlersville, O. 45336

Telephone: 937-693-6883

Date: 6/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

DOCKET# _____
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Hello!

Sorry to hear you want
to close our Kettlersville
Post office.

We had bad experience
with rural mail.

Sending money order
had money stolen out
of mail box. Some
with money out for stamp

That was no good.

Helping Our Heroes



Moved to Kettleville
59 yrs ago. Could go to
Post office and no problem.
That was great.

In this small town
its a great to meet new
people.

And visit with others.
I'm very upset about this.
I will put this problem
in God Hands to take
care of it.

Helping Our Heroes

Nellie M.



07/20/2011

JIM SCHMIDT

P.O. BOX 98
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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ITEM# 22
PAGE# 19A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Local Postings of Community Activities

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: Jim Schmidt

Address: P.O. Box 98 KETTERSVILLE, Ohio 45336

Telephone: 937-538-0941

Date: 7/5/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

- THE BUILDING ALREADY EXIST AS A POST OFFICE!
- THE COMMUNITY FULLY SUPPORTS AND IS THANKFUL OF IT BEING THERE.
- I'M SURE WE WOULD SUPPORT THE UP KEEP OF THE BUILDING AND THE LAWN.
* RIGHT NOW THERE'S AN OUT-OF-TOWN PERSON MOWING A VERY SMALL LAWN AROUND IT, I'M SURE THAT'S COST EFFECTIVE!



07/20/2011

MAURER

15701 LUCAS-GEIB RD.
ANNA, OH 45302

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Bolkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Mailing Address

Name: MAUKER
Address: 15701 LUCAS-GEIB RD, ANNA
Telephone: 693-3415
Date: 6-30-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

It is a pain to mail packages @ mailbox, to buy stamps, etc.

- ① - not always safe - as other persons have been observed stepping
② - mail carrier - if you want to meet - @ mailbox can mean 2 HR. span



07/20/2011

MR. & MRS. GERALD MAURER

P.O. BOX 66
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken:

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.
PURCHASING STAMPS BY MAIL/The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.
PURCHASING POSTAL MONEY ORDERS/Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES/Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL/Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any

money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,



CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOCKET# _____

ITEM# 22

PAGE# 22/7



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

NA

- d. Using public bulletin board

☒ YES ☐ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

NA

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCKET# _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: _____

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

Lima or Dayton. (I don't go to these places everyday.)

Sidney, Ohio

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Mailing Address

Name: Mr. + Mrs. Gerald Maurer

Address: P.O. Box 66, Kethlersville, Ohio 45336

Telephone: 937-693-3513

Date: 7-5-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Comments Concerning the Kettlersville Post Office

July 6, 2011

Our reasons for keeping the Kettlersville Post Office open are as follows:

- 1. Security of our mail (each box has a key that only we can open)**
- 2. I can go in the Post Office on most days and our mail is in our box by 9:00AM. (When we lived in the country and had a mail carrier you never knew when the mail would be in the box. Some days it was 10:00, 11:00 or even 1:00PM.**
- 3. If we are on vacation or just don't have time to pick up the mail each day you can be assured the Post Master will keep your mail for you until you pick it up. If you had a mail carrier delivering your mail you would have to call them to stop your mail and then call to have your mail delivered again.**
- 4. I like the convenience of purchasing stamps, mailing letters , packages etc. without driving another ten miles.**
- 5. I think it should be taken into consideration that the US Post Office invested the money to build a new building only eight years ago. What will you do about towns that have much older**

buildings then ours? Will you keep them open because they have a Post Master and then have to build a new building in the future for them?

6. I understand that the Post Office must be able to pay its bills like any other business. I own a small business and for my convenience if our Post Office is closed I will personally be using UPS instead of the mail because they will deliver it to my door.
7. So far I have been using the Post Office to pay all my bills but if it is closed I will start paying my bills over the telephone or on line.
8. If you have a letter or package you are sending and you don't know if it needs extra postage you can have the Post Master at the Post Office check it for you. How would that work with a mail carrier?



07/20/2011

ERIC S. KAMINSKY

P.O. BOX 123
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You express concern about the number of miles on the customer notification letter. Information was taken from an internet mapping site. If this information is incorrect, the record will be changed to reflect the correct distance.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations

DOCKET#
ITEM# 22
PAGE# 23A



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Since I work in Sidney, I occasionally use that office

using up previously purchased stamps

office not open by the time I get home from work

not a stamp collector

office does not have public board

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ITEM# 22
PAGE# 23B



3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Mail will not be secured with carrier route delivery

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Sidney</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Sidney</u>
<input checked="" type="checkbox"/>	Banking	<u>Sidney</u>
<input checked="" type="checkbox"/>	Employment	<u>Sidney</u>
<input checked="" type="checkbox"/>	Social needs	<u>Bothell, Sidney, Lima</u>

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: ERIC S. KAMINSKY

Address: 8915 ST. RT. 274 P.O. Box 123, Kethersville, OH 45326

Telephone: 937-693-2404 (H) 937-658-4158 (cell)

Date: 6/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

— see additional pages.

Eric S. Kaminsky
8915 State Route 274 / PO Box 123
Kettlersville, OH 45336

June 29, 2011

Cheryl Kellner
Manager, Post Office Operations
1591 Dalton Avenue
Cincinnati, OH 45234-9990

Dear Cheryl Kellner:

This letter is in response to the letter and questionnaire delivered to postal customers in Kettlersville, Ohio, regarding possible closure of this office.

There are a number of issues that need to be raised, based on your letter.

First, your comment that Kettlersville has not had a postmaster since July 31, 2009. When Marcia Kahn retired, it was a **Post Office** decision not to replace her with another postmaster. Therefore, I do not feel you are justified in using that as a prelude to closure of this office.

Second, the mileage figures you quote in your letter (4.7 to Botkins and 5.6 to Anna) are incorrect. As the attached maps indicate, using the most direct routes, these numbers are wrong. I personally drove each route indicated to verify mileage from the parking lot of the Kettlersville Post Office to in front of the Botkins and Anna Post Offices, respectively.

- **Map 1:** North on Kettlersville Rd. to Botkins Rd., then east on Botkins Rd.
Distance: **6.2 miles**
- **Map 2:** East on St. Rt. 274 to County Rd. 25A, then north on 25A to Botkins, then west on State St.: Distance: 6.8 miles
- **Map 3:** East on 274 to McCartyville Rd., then south on McCartyville Rd. to St. Rt. 29. South on 29 to St. Rt. 119, then east on 119 to Anna, turning left to get to the Post Office once in Anna. Distance: **7.7 miles**
- **Map 4:** east on St. Rt. 274 to County Rd. 25A, then south on 25A to Anna, turning one block before intersection of 25A and 119, then west two blocks, then right one block.
Distance: **7.9 miles**

Third, according to the Postal Operations Manual, section 123.612: *Service must provide a maximum degree of effective and regular services to rural area, communities, and small towns where Post Offices are not self-sustaining.* The service needs of this community have not declined, even though revenues have. With upcoming improvements to the village's infrastructure (notably, installation of a central sewer), there will be MORE opportunity, not less, for growth.

Fourth, while those along State Route 274, as well as those living on McCartyville Road and north of 274 could be served by rural route carriers, that leaves more than half of village unserved by this method. Those residents would have to go to Anna or Botkins for their mail, which is definitely not an improvement of service.

Fifth, when I went to pick up my mail today, there were signs asked customers to buy a Post Office box. This display had not been up previously. If you are indeed intent on closing this office, why try to sell boxes? And will we be getting pro-rated refund of box fees if we have already paid for an entire year? If not, I consider that fraud.

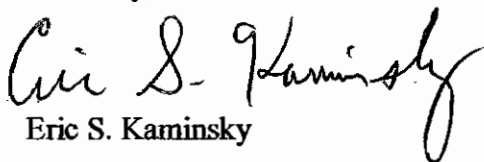
Sixth, there is the matter of security of the mail. With a Post Office box, I know my mail is secure until I pick it up. With rural carriers, it is not. This is definitely NOT an improvement in service.

Seventh, when this office was constructed, considerable money (my taxpayer dollars) was spent, in excess of \$100,000. It was not modular, built was built on site. It could have been built smaller, but apparently this unit side was the smallest that the Post Office would build. Now, you propose to simply abandon this facility.

I should also note that I have contacted my congressman, Rep. Jim Jordan, and well as my two U.S. Senators, Sherrod Brown and Rob Portman, regarding this matter. As President of the Village Council, I also plan on introducing a resolution against this possible closure.

In closing, let me state that this post office is a vital part of our community, and its closure would place undue hardship on the village residents. I strongly urge you to reconsider this decision.

Sincerely,


Eric S. Kaminsky

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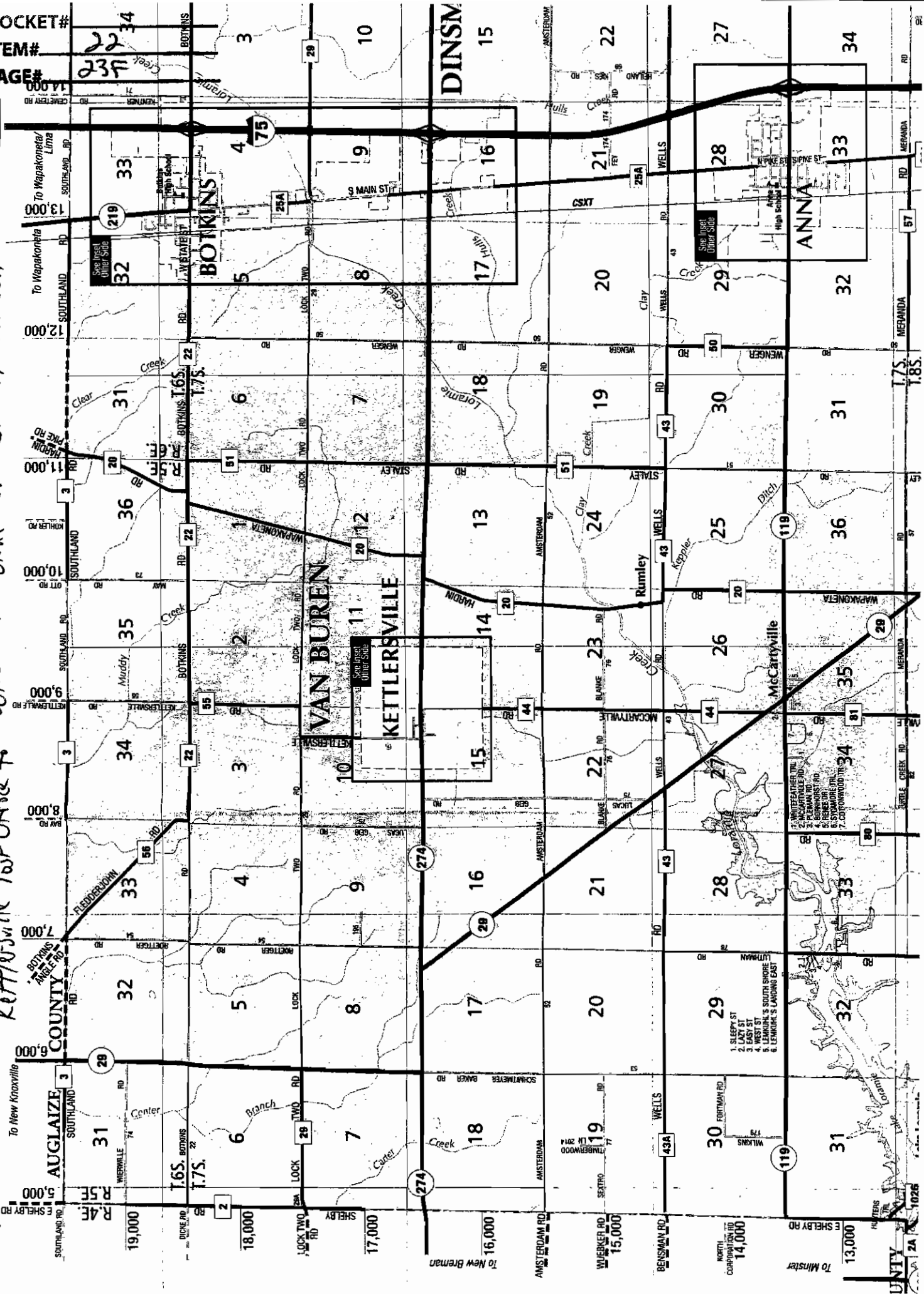
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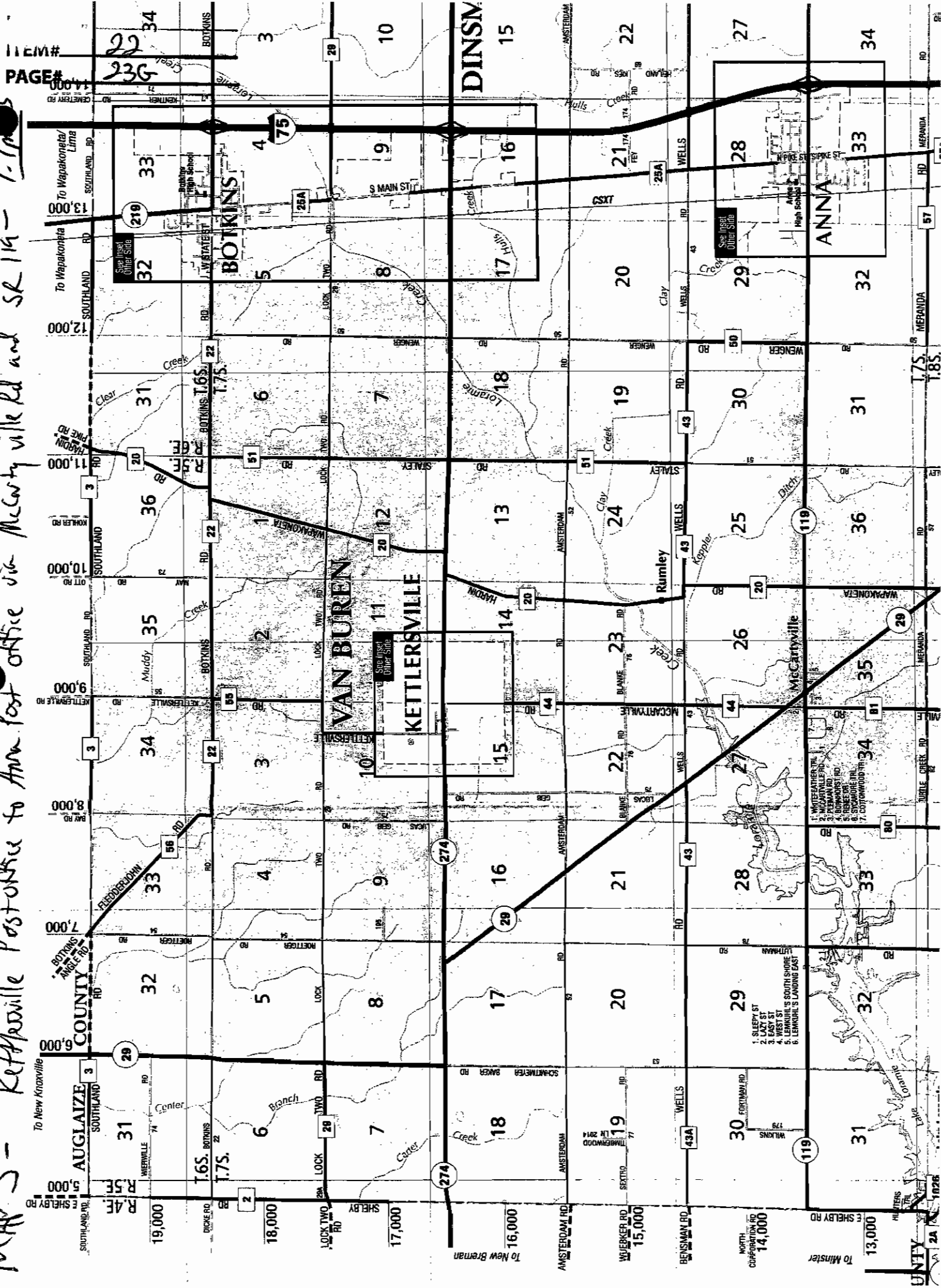
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MAP 5- Ketchikan Post Office to Anna Post Office via McNaryville Rd and SR 114 - 7.7 miles



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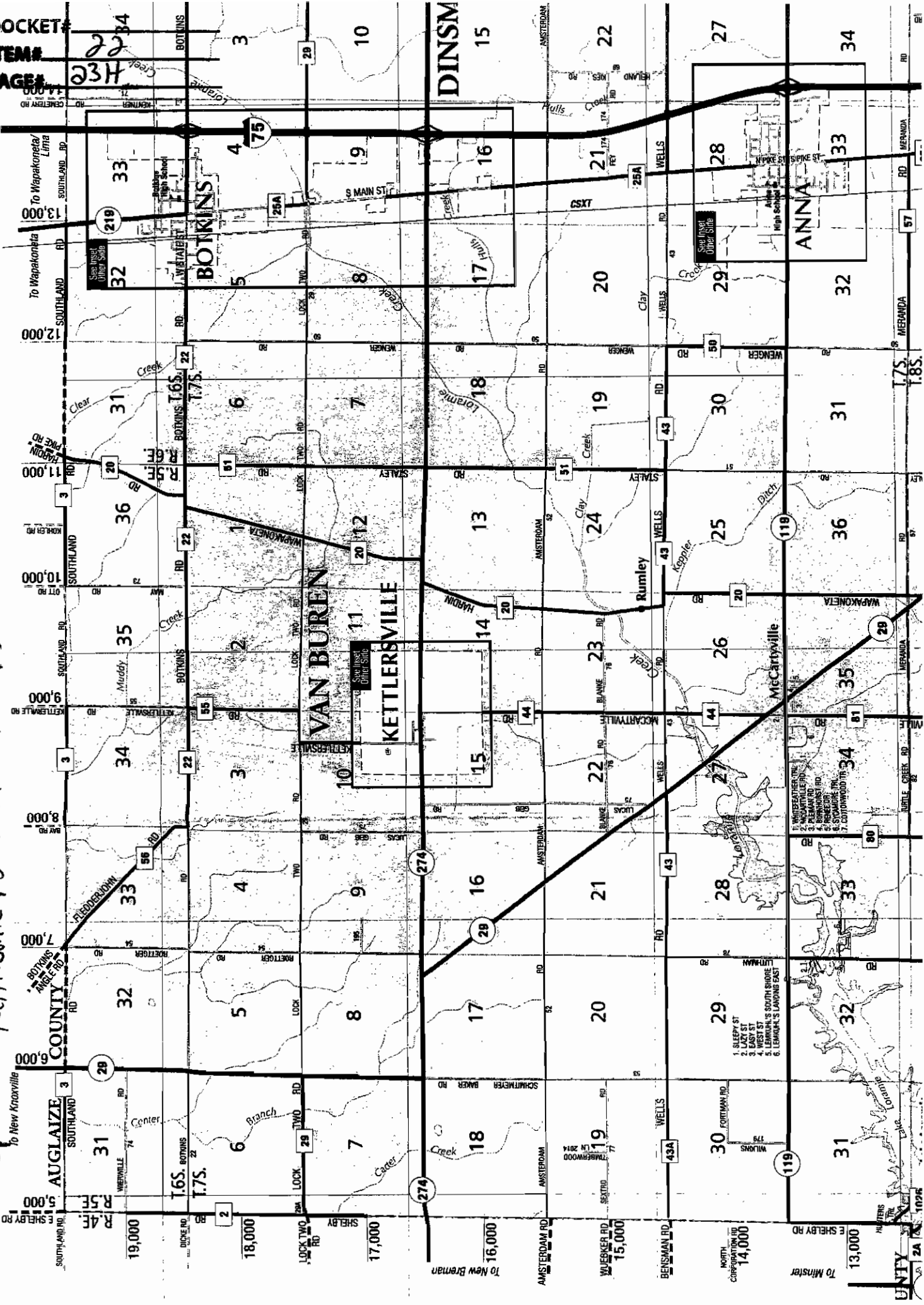
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MAP 34 - Kettlersville Post Office to Anna Post Office via SR 274 and 25A - 7.9 miles

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23H





07/20/2011

ROETTGER HARDWOOD INC.
17066 KETTLERSVILLE RD.
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You expressed a concern about a change in address. Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name:

(Renee Roettger) Roettger Hardwood Inc.

Address:

17066 Kethlersville Rd., Kethlersville, OH 45336

Telephone:

937-693-6811

Date:

7-3-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Roettger Hardwood Incorporated

17066 Kettlersville Road Kettlersville, Ohio 45336
937-693-6811 Fax 937-693-6811

July 3, 2011

To Whom It May Concern;

First off I wanted to thank Mr. Redden for having the meeting at the Van Buren Township Fire Department on June 30th. Unfortunately I really don't feel that I learned a lot from the meeting. We still don't know if our post office will be closed down or not. I am only speaking for myself but I thought we were going to get some answers at this meeting, but instead every time we asked a question it was answered with post office jargon about their rules and regulations that they must follow.

What I walked away with from the meeting was that the United States Post Office is more screwed up than I ever thought. The only reason our post office in Kettlersville is being reviewed is because we don't have a Post Master. We don't have a Post Master because she retired on 7/31/09. The reason we don't have a new Post Master is because there has been a hiring freeze in the Post Office for the last three years.

The reason in the letter for our Post Office being reviewed for possible closing or consolidation is because of the community needs have declined. But the fact is, if we had a Post Master we would not be under review for this same reason. The Kettlersville Post Office is another victim of ridiculous and outdated rules set by our United States Government; the same Government that cannot run our country right now.

It seems to me that it is probably inevitable that our Kettlersville Post Office which has been in this small community with about the same population and business needs will probably close because our United States Post Office is running out of money just like the same people who are telling them what to do, our government! I think it is a shame that the United States Postal Service cannot somehow work out a way to keep these small post offices open by doing something different.

Eight years ago a brand new Post Office was built in Kettlersville, nothing has changed here except that our Post Master has retired and we are unable to obtain a new one because of a hiring freeze imposed by the Post Office. What will you do with this brand new building? What about the long term lease you have with the land owner? How money will you spend and have you already spent just looking into closing this Post Office. The United States Post Office will still own a building in a small town that will not likely be able to be turned in to anything else. Will this in fact save money like you think to make this worth while or will this only be a band aid on the economical problems the Postal Service has had for many years now??

I did not even ask the question about our business that I wanted to because I don't think Mr. Redden would be able to answer the question. I don't really feel he could answer the questions we wanted answers to since he is only and "information gatherer". My family business, Roettger Hardwood Inc, has been located in the same location for approximately 65 years now. We are not within the corporation limits of Kettlersville. Actually our property line and the corporation limit are the same.

The business is located behind our houses and our street address has a Botkins address. There really is no such address as 17066 Kettlersville Road, Kettlersville, Oh. I have always been told that our address reads the way it does is so we could have a post office box in Kettlersville. So if the Post Office closes I fear we will get a new address for Botkins along with being on a rural route.

Please understand as someone in business, I don't think the Postal Service should have ever built a new Post Office in the first place. But the Postal Service doesn't think about things in a business manner. Unfortunately I have to, so that my family business will last another 65 years. Kettlersville has been our sole identity since the day we opened and now we are in jeopardy of loosing our identity. If the Kettlersville Post Office closes it will not be the end of the world to run to Botkins to mail special letters out. It will be a huge inconvenience to do so though.

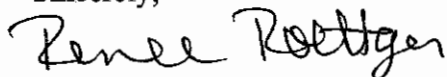
Roettger Hardwood like many small businesses that make up the majority of businesses in this country will probably fall victim to poor decisions of the United States Government in Washington DC. Congressmen some 500 miles away hold the fate of our identity of our small third generation run family business!! The economy has been hard enough on us and we are doing everything possible to keep our doors open and wait out the tough economy. I hope that if our 65 year old identity is taken away we will not loose even more business because people won't think we exist anymore!

I fully understand that the economy is tight and everyone is going through changes but at what point does our small family business, Roettger Hardwood Incorporated have to stop paying for poor choices and decisions and foolish rules and regulations that are in place?? It will cost us gravely I'm afraid for the fact that we have been known with this address for 65 years. This business started in the garage of my grandparent's house and we let it grow behind the house because we liked the area and it is our home. Please think of another way to save the Postal Service money.

One suggestion is why can't you have one Post Master for several Post Offices in a small area? If you did that you could limit the hours of the post offices so that everyone could maintain their identities and it doesn't cost any community so gravely. The problems that you are trying to fix are not on the surface like your looking at; they are much deeper in your organization. The difference is that in the business sector businesses that want to survive learn to adapt to the new environment. The government doesn't adapt, they just pass new rules and regulations telling everyone they have to change again while the government goes on about its daily routine hindering the people of this country!

When this "information gathering" is over and Washington DC gets to decide whether or not to shut us down and change the identity of my families business please use some common sense!!

Sincerely,



Renee Roettger

3rd Generation Manager

Roettger Hardwood Incorporated



07/20/2011

CONNIE HELMLINGER

P.O. BOX 110
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Sidney
- ☒ Personal needs Sidney
- ☒ Banking Sidney
- ☐ Employment
- ☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Connie Helmlinger

Address: Box 110 8935 St Rt 274 Kettlersville OH 45336

Telephone: 937-693-2831

Date: 6-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

DAVID & VICKEY GREER

P.O. BOX 124
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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- If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive
3. Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Sidney</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Sidney</u>
<input checked="" type="checkbox"/>	Banking	<u>Anna and Sidney</u>
<input checked="" type="checkbox"/>	Employment	<u>Sidney</u>
<input checked="" type="checkbox"/>	Social needs	<u>Sidney, Lima, Piqua</u>

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: David and Vickie Greer
Address: 8890 North St. P.O. 124
Telephone: 937-726-0318 OR 937-738-2245
Date: 6-27-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



07/20/2011

ROLAND W. KETTLER

8550 ST. RT. 274
ANNA, OH 45302

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping New Bremen - Sidney Wapakoneta ST. Marys
☐ Personal needs Same as above
☐ Banking New Bremen
☐ Employment Sidney
☐ Social needs Kettleville Church etc.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Mailing Address

Name: Roland W. Kettler

Address: 8550 ST. RT. 214 Anna, Ohio

Telephone: 937-693-3886

Date: June 30, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

June 30, 2011

To whom it may concern,

I am a senior citizen in this community and have lived here all my life. We have enjoyed having a local post office in Kettlersville and it helps define what a community is in a rural area. We were very pleased 8 years ago that the postal dept decided to put a new office in our town, surprised that they spent that much money. But that seems to be how our government works. We would appreciate very much if you would reconsider and leave this nice facility here for our use. Thank you for your consideration.

Sincerely, Roland and Beverly
Kettler

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the KETTLERSVILLE Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

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3. If you have carrier delivery, there will be no change to your delivery service — proceed to question 4. If you currently receive Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain: MAIL IS NOT AS SAFE IN RURAL BOX VS. POST OFFICE
ALSO WEATHER CAN CHANGE TIME OF RURAL DELIVERY

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Mailing Address

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Name	Address	City	State	Zip
Benji & Patty Steinke	P.O.Box 86	KETTLERSVILLE	OH	45336
Holtkamp Implement Inc.	8800 St. Rt. 274	KETTLERSVILLE	OH	45336
John & Carolyn Shumate	8766 North St.	KETTLERSVILLE	OH	45336
Karen & Norbert Berning	P.O.Box 65	KETTLERSVILLE	OH	45336
Betty Fisher	16400 Easy St.	KETTLERSVILLE	OH	45336
Linda Miller	P.O.Box 101	KETTLERSVILLE	OH	45336
David McCune	P.O.Box 81	KETTLERSVILLE	OH	45336
Mr. & Mrs Charles Sloan	P.O.Box 172	KETTLERSVILLE	OH	45336
Ron & Wanda Chandler	P.O.Box 83	KETTLERSVILLE	OH	45336
Jane Greve	P.O.Box 59	KETTLERSVILLE	OH	45336
Williamson	P.O.Box 120	KETTLERSVILLE	OH	45336
Elaine & James Staton	P.O.Box 162	KETTLERSVILLE	OH	45336
Gregory Gepfrey	P.O.Box 130	KETTLERSVILLE	OH	45336
Donald Bertke	9070 Pleiman Rd.	ANNA	OH	45302
Village of Kettlersville	P.O.Box 144	KETTLERSVILLE	OH	45336
Brenda Platfoot	P.O.Box 170	KETTLERSVILLE	OH	45336
Phil & Joan Buehler	P.O.Box 156	KETTLERSVILLE	OH	45336
Nellie McMaster	P.O.Box 84	KETTLERSVILLE	OH	45336
Jim Schmidt	P.O.Box 98	KETTLERSVILLE	OH	45336
Maurer	15701 Lucas-Geib Rd.	ANNA	OH	45302
Mr. & Mrs. Gerald Maurer	P.O.Box 66	KETTLERSVILLE	OH	45336
Eric S. Kaminsky	P.O.Box 123	KETTLERSVILLE	OH	45336
Roettger Hardwood Inc.	17066 Kettlersville Rd.	KETTLERSVILLE	OH	45336
Connie Helmlinger	P.O.Box 110	KETTLERSVILLE	OH	45336
David & Vickey Greer	P.O.Box 124	KETTLERSVILLE	OH	45336
Roland W. Kettler	8550 St. Rt. 274	ANNA	OH	45302

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the KETTLERSVILLE Post Office on 06/16/2011. Additionally, during the survey period, questionnaires were available at the KETTLERSVILLE Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	<u>107</u>
Favorable to proposal	<u>2</u>
Unfavorable to proposal	<u>14</u>
Expressing no opinion	<u>11</u>
Total questionnaires received	<u>27</u>

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

Concern (No Opinion):

2. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

3. Concern (No Opinion):

Customers were concerned about a possible address change.

Response:

Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

4. Concern (No Opinion):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

5. Concern (No Opinion):

No Concern

Response:

6. Concern (UnFavorable):

Customer concerned about mail being unsecure.

Response:

In some location CBUs are installed for delivery of mail due to security and when there is no location for rural box installation. The CBUs are a locked multi delivery mail box that would be serviced by the rural carrier and provides the customer with security of their mail that can only be retrieved with a key by the customer.

7. Concern (UnFavorable):

Customer concerned about the refund of P.O.Box fees.

Response:

Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.

8. Concern (UnFavorable):

Customer expressed a concern about irregular hours that the rural route serves the community.

Response:

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

Concern (UnFavorable):

9. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

10. Concern (UnFavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

11. Concern (UnFavorable):

Customer suggested leaving all the boxes at one location. Preferable the current one.

Response:

At the current location the building is owned by the Postal Service but the land is leased. Installing CBUs (centralized delivery) in an area of the town for residents that have no location for a rural box will be reviewed on a case to case basis.

12. Concern (UnFavorable):

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

13. Concern (UnFavorable):

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

14. Concern (UnFavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

15. Concern (UnFavorable):

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

16. Concern (UnFavorable):

Customers were concerned about a possible address change.

Response:

Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

17. Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

18. Concern (UnFavorable):

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

19. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

20. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL/The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS/Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES/Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL/Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

21. Concern (Unfavorable):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

22. Concern (Unfavorable):

No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

2. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

3. Concern (No Opinion):

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

4. **Concern (UnFavorable):**

Customer expressed a concern about leaving money in the mailbox.

Response:

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

5. **Concern (UnFavorable):**

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

6. **Concern (UnFavorable):**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

7. **Concern (UnFavorable):**

Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:

Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

8. **Concern (UnFavorable):**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

9. **Concern (UnFavorable):**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

10. **Concern (UnFavorable):**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

11. **Concern (UnFavorable):**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Community Meeting Roster

Postal Service Representative (Names and Titles):

Bob Redden Post Office Review Coordinator
Laura Graven Manager Retail District

Date: 6/30/2011
 Time: 6pm-7pm

Total Number of Customers Present: 27

Place: Kettlersville Fire Dept.

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Roland Kettler	Anna, Ohio 8550 ST. RT 274	45302	937-693-3886
Beverly Kettler	8550 St. Rt. 274 Anna, O. 45302	45302	
Nellee McMasler	16585 Kettlersville Rd Kettlersville, Ohio	45336	937-693-6883
Karen Berning	P.O. Box 65 Kettlersville, Ohio	45336	937-693-4351
Carolyn Shumate	P.O. Box 94 Kettlersville, Ohio	45336	937-693-6365
John Shumate	P.O. Box 94 Kettlersville, Ohio	45336	937-693-6365
Roy Baucum	Kettlersville, Ohio P.O. Box 131	45336	937-693-8755
Priscilla Baucum	P.O. Box 131 Kettlersville, Ohio	45336	937-693-8755
Danny Mamer	P.O. Box 66 Kettlersville, Ohio	45336	937-693-3513
BART SHUSTER	P.O. Box 114 Kettlersville, Ohio	45336	
Eric Kaminsky	P.O. Box 123 Kettlersville, Ohio	45336	937-693-2404
DAVID + VICTORY GREEK	P.O. Box 124 Kettlersville, Ohio	45336	937-638-2245
Brenda Plattfoot	8810 North St PO Box 170 Kettlersville Ohio	45336	937-693-6635
Phil + Joan Buehler	P.O. Box 156 8903 North St - Kettlersville	45336	937-693-3093
Brian Shuster	PO Box 150 Kettlersville	45336	
Renee Roettger	PO Box 168 Kettlersville	45336	
Bonnie Waggoner		45845	937 295-2782
Sara Kretzer		45334	
Rita Schemmel		45302	937-394-7284

[illegible]

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Unfavorable):
Customer concerned about who makes final decision on the closure of their Post Office.
Response:
Final decision will be made at Headquarters in Washington D.C.
2. Concern (Unfavorable):
Customers concerned what would happen with the new building that was built less than ten years ago.
Response:
Post Office real-estate office would be in contact with the land owner that the building sets to work out the details.
3. Concern (Unfavorable):
Customer concerned if the population of the community is considered in the closing.
Response:
The population growth or decline is part of the information that is entered into the proposal docket.
4. Concern (Unfavorable):
Customers asked why their Post Office was being discontinued while others were retained.
Response:
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
5. Concern (Unfavorable):
Customers were concerned why the postmaster position was not filled.
Response:
All management positions were frozen in anticipation of the reorganization efforts.
6. Concern (Unfavorable):
Customers felt the route should emanate from a different office than the one proposed because that office is closer.
Response:
The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.
7. Concern (Unfavorable):
Customers were concerned about having to travel to another Post Office for service.
Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
8. Concern (Unfavorable):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response:
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
9. Concern (Unfavorable):
Customers expressed concern over the dependability of rural route service.
Response:
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.
10. Concern (Unfavorable):
Customers were concerned about having to make an address change on their bank checks and stationery.
Response:
Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may

deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

Concern (UnFavorable):

11. Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

12. Concern (UnFavorable):

Customer expressed a concern that they requested and were denied rural delivery service.

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

13. Concern (UnFavorable):

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

14. Concern (UnFavorable):

Customers felt the cost of postage was increasing while service was decreasing.

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

15. Concern (UnFavorable):

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

16. Concern (UnFavorable):

Customers concerned about wanting door delivery.

Response:

The community would be served by rural carrier delivery not city carrier delivery. Rural carrier delivery does provide door delivery to hardship cases and to some business.

17. Concern (UnFavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

18. Concern (UnFavorable):

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at

usps.com or by calling 1-800-ASK-USPS.

Nonpostal Concerns

1. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.
Response:
Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
2. Concern (UnFavorable):
Customers were concerned about loss of employment in the community.
Response:
The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
3. Concern (UnFavorable):
Customers expressed concern for loss of community identity.
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
4. Concern (UnFavorable):
Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.
Response:
Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.



06/16/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The Postmaster at the Kettlersville Post Office retired on 07/31/2009. The Office is being studied for possible closing or consolidation for the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community. Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the Anna Post Office.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Kettlersville Fire Department on 06/30/2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service.

If you have any questions, you may contact Bob Redden at (513) 684-5454.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations

1368960
ITEM# 27
PAGE# 1

VILLAGE OF
KETTLERSVILLE, OHIO

RESOLUTION NO. 11-03

A RESOLUTION REGARDING THE POSSIBLE CLOSURE
OF THE U.S. POST OFFICE IN KETTLERSVILLE, OHIO

Whereas, the U.S. Post Office in the Village of Kettlersville is a vital community resource, and

Whereas, residents of the village depend on timely, safe and secure delivery of mail to the current Post Office in Kettlersville, and

Whereas, the loss of this Post Office would be a detriment to the future growth of this community, and

Now, therefore, be it ordained by the Village of Kettlersville, Ohio, that the undersigned do hereby oppose the closure of the U.S. Post Office in Kettlersville, Ohio.

Passed this 5TH day of July, 2011

Mayor

Don Barber

Council President

Eric S. Hannish

Council

Elaine Susan Staben

Council

Roland W. Keeler

Council

John R. Shumate

Council

Ryan S. Shuster

Council

Bart H. Shuster

SHERROD BROWN
OHIO

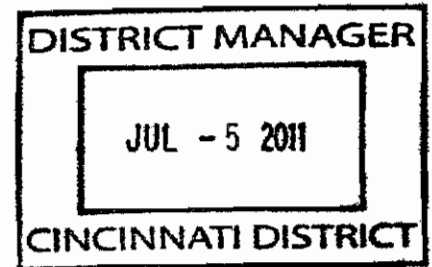
COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
APPROPRIATIONS
BANKING, HOUSING,
AND URBAN AFFAIRS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

1368960
ITEM# 28
PAGE# 1

United States Senate

WASHINGTON, DC 20510

June 29, 2011



Ms. Chu Falling Star
Cincinnati District Manager
United States Postal Service
1591 Dalton Avenue
Cincinnati, Ohio 45234

Dear Ms. Falling Star:

Enclosed please find correspondence from Eric Kaminsky.

Mr. Kaminsky contacted me to make my staff and I aware of the possible closure of the Kettlersville, Ohio Post Office.

While I understand the difficult financial situation the Postal Service is facing, I am concerned with this announcement that another small and rural Post Office will be closed. The closure of small Post Offices, especially those in rural Ohio, often hurts the community, leads to a degraded level of service being provided to my constituents, and cuts off vital access to small businesses.

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,

A handwritten signature in black ink that reads "Sherrod Brown".

Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: Eric Kaminsky

DOCKET# 1368960
ITEM# 28
PAGE# 2



Correspondence Tracking Sheet

Tracking # 1968545-1c_

Constituent

Kaminsky, Eric
PO Box 123
Kettlersville, OH 45336-0123
Shelby County

Phone: 937-658-4158
Email: owlgrad1980@yahoo.com

Web Mail Message

Web Mail Subject: New Contact Form Post

Possible closing of U.S. Post office in Kettlersville, Ohio

Eric Kaminsky
8915 St. Rouet 274, PO Box 123
Kettlersville, OH 45336-0123

June 24, 2011

The Honorable Sherrod Brown
United States Senate
713 Hart Senate Office Building
Washington, DC 20510-3503

Senator Brown:

Dear Senator Brown:

I am writing to solicit your help concerning the possible closing of the U.S. Post Office in Kettlersville, Ohio. We received notice from the Cincinnati District office of the USPS that they are considering closing this facility.

The Post Office here in our small village serves as a vital resource in the community. And while the Post Office thinks that other offices located 6 miles away may be able to serve our needs, I think they do not. I believe closing this office will pose a hardship on the residents of the village. I question this plan, especially in light of issues with security of the mail (which now all goes to safe and secure post office boxes) in this age of identity theft.

I am seeking your help to stop the closure. A public meeting with postal representatives is scheduled for June 30. Any assistance you can provide would be greatly appreciated.

Sincerely,

DOCKET# 13168960
ITEM# 28
PAGE# 3

Eric Kaminsky
937-658-4158

Eric Kaminsky sent this message via Congress.org, which uses the Capwiz-XC system. Congress.org is a free public service of Capitol Advantage and Knowlegis, LLC. You may access Congress.org here: <http://congress.org>

DISTRICT MANAGER
CINCINNATI DISTRICT

DOCKET# 1368960
ITEM# 28
PAGE# 4



July 6, 2011

The Honorable Sherrod Brown
US Senate
1301 E 9th St, Ste 1710
Cleveland, OH 44114-1869

Dear Senator Brown:

This is in response to your June 29 letter regarding your constituent, Mr. Eric Kaminsky, and the post office closing in Kettlersville OH.

At this time, no final decision has been made. Since 2009, the Postal Service has conducted studies to improve efficiencies and to make sure our processing and delivery facilities are as streamlined as possible to better align our facility network to match today's community activity and usage. Given the extraordinary decline in mail volume – 43.1 billion pieces in the past five years – the current USPS financial landscape underscores the necessity for the organization to conduct comprehensive evaluations of our operations nationwide. Postmaster General and CEO Patrick R. Donahoe addressed a Senate subcommittee on May 17 saying that despite significant cost cutting and revenue generation, the Postal Service finds itself in dire financial straits.

The USPS financial report for just one month, May 2011, indicates we have incurred a deficit of \$1.3 billion compared to plan. Delivery points continue to increase by 1.4 to 2 million addresses each year while the actual volume of mail we deliver continues to decrease. We face a growing gap between declining volume and increasing costs such as fuel, building upkeep, utility expenses, etc. The Postal Service ended the second quarter of fiscal year 2011 (January 1 to March 31) with a net loss of \$2.2 billion compared to a net loss of \$1.6 billion for the same period last year. PMG Donahoe states despite significant cost reductions and initiatives to grow revenue, financial projections indicate the Postal Service will have a cash shortfall and will have reached its statutory borrowing limit by the end of the fiscal year – absent substantial legislative change, the USPS will potentially be forced to default on payments to the federal government.

All rural carriers can provide customers with PS Form 3227R (Stamp Stock Purchase). Customers mark their stamp selection on the form and enclose a check, money order or cash, place it in their mailbox and simply raise flag. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open private mailboxes which are locked and does not accept keys for this purpose.

A trip to the Post Office can be skipped altogether and customers can purchase stamps and shipping labels online using the Postal Service's website, usps.com. Postage stamps can also be purchased by calling 1.800.STAMP 24, thousands of banking ATMs and in more than 55,000 retail outlets across the nation.

DOCKET# 1368960
ITEM# 2B
PAGE# 5

- 2 -

Rural carriers will deliver packages that fit in a rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as a porch or under a carport. Customers can also request free package pickup by calling their administrative post office or at usps.com. The Postal Service will pick up packages during regular mail delivery the next business day – and, unlike other shipping companies, there is no fee for this service.

Thank you for your correspondence. Your time is valuable and your comments are appreciated. As you know, the Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. Nothing would please us more than to have businesses and customers increase their use of USPS products and services nationwide to avoid future office closures. Regardless, we have an unwavering commitment to providing effective service at affordable prices. Please know we are working diligently to ensure our service standards for all classes of mail are met for Kettlersville residents and businesses – now and in the future.

Sincerely,



Chu Falling Star
District Manager
Cincinnati District



August 10, 2011

The Honorable Sherrod Brown
US Senate
1301 E 9th St, Ste 1710
Cleveland, OH 44114-1869

Dear Senator Brown:

This is in response to your August 3 letter regarding your constituent, Mr. Eric Kaminsky, and his follow-up concerns about the post office closing in Kettlersville OH.

Attached are duplicate copies of what is currently posted in the lobby. It includes an invitation for comments on the *proposal* to close the Kettlersville Post Office, not an official notice of closure. Customers are invited to provide written comments through September 22, 2011 which will be carefully considered and incorporated in the official record. As information, Bob Redden, Post Office Review Coordinator for the Cincinnati District, has spoken personally with Mr. Kaminsky on several occasions to address his concerns.

Despite our organization's aggressive reduction in expenses, the Postal Service ended the third quarter of fiscal year 2011 (April 1 to June 30) with a net loss of \$3.1 billion and net losses for the nine months ending June 30 amount to \$5.7 billion in 2011 compared to a loss of \$5.4 billion in the same periods in 2010. Electronic diversion continues to cause reductions in First-Class Mail. For the third quarter, single-piece First-Class letter revenue declined \$259 million or 8.7 percent while Periodicals revenue decreased 3.0 percent compared to the same period last year. The third quarter saw the voluntary retirement of more than 1,850 administrative employees as part of the current restructuring initiative. While the Postal Service continues to reduce expenses, it has maintained excellent service performance during the third quarter with the national score for overnight Single-Piece First-Class Mail arriving on time 96.6 percent of the time.

As information, the Postal Service announced plans on July 25 to introduce the new Village Post Office concept. Village Post Offices would be operated by local businesses, such as pharmacies, grocery stores and other appropriate retailers, and would offer popular postal products and services such as stamps and flat-rate packaging.

Your comments are appreciated. For further information, please contact Mr. Redden at 513.684.5454.

Sincerely,

A handwritten signature in black ink, appearing to read "Chu Felling Star".

Chu Felling Star
District Manager
Cincinnati District

cc: Cheryl Kellner, Manager Post Office Operations
Bob Redden, Cincinnati District Post Office Review Coordinator

Attachments

Date of Posting: 07/22/2011

Date of Removal: 09/22/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Kettlersville Post Office:

The Postal Service is considering the close of the Kettlersville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/22/2011 through 09/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

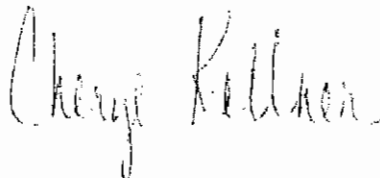
Copies of the proposal and optional comment forms are available upon request at the Kettlersville Post Office, Botkins Post Office and Anna Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

BOB REDDEN
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

For more information, you may call BOB REDDEN at (513) 684-5454 or write to the above address.

Thank you for your assistance.



CHERYL KELLNER
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

DOCKET# 1368960
ITEM# 28
PAGE# 8

Date of Posting: 07/22/2011

Posting Round Date:

Date of Removal: 09/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368960 - 45336

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 40,645 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	+ \$ 2,400
Total Annual Costs	\$ 46,679
Less Annual Cost of Replacement Service	- \$ 6,034
Total Annual Savings	\$ 40,645

V. OTHER FACTORS

The building is owned by the Post Office but was built on leased land. Postal Real-Estate with negotiate the sale or transfer of the building.

VI. SUMMARY

The Postal Service is proposing to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Kettlersville Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 27. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$40,645 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Kettlersville Post Office, Botkins Post Office and Anna Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Cheryl Kellner

CHERYL KELLNER
Manager, Post Office Operations

07/22/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____

SHERROD BROWN
OHIO

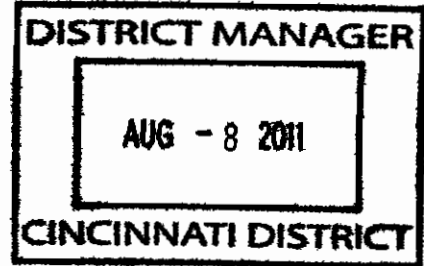
DC 1368960
ITEM# 2B
PAGE# 11

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
APPROPRIATIONS
BANKING, HOUSING,
AND URBAN AFFAIRS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

United States Senate

WASHINGTON, DC 20510

August 3, 2011



Ms. Chu Falling Star
Cincinnati District Manager
United States Postal Service
1591 Dalton Avenue
Cincinnati, Ohio 45234

Dear Ms. Falling Star:

Enclosed please find follow up correspondence from Eric S. Kaminsky regarding the Kettlersville Post Office.

While I understand the difficult financial situation the Postal Service is facing, I am concerned when the closure of a Post Office may lead to a degraded level of service being provided to my constituents. I share Mr. Kanisky's concerns that the closure of the Kettlersville Post Office is being closed despite the community's fear of negative repercussions.

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,

A handwritten signature in black ink that reads "Sherrod Brown".

Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: Eric S. Kaminsky

DOCUMENT# 134B9100
ITEM# 28
PAGE# 12

Eric S. Kaminsky
8915 State Route 274 / PO Box 123
Kettlersville, OH 45336

July 22, 2011

Senator Sherrod Brown
U.S. Senate
1301 E. 9th Avenue, Suite 1710
Cleveland, OH 44114-1869

Dear Senator Brown:

Previously, I had written you regarding the closure of the U.S. Post Office in Kettlersville, Ohio.

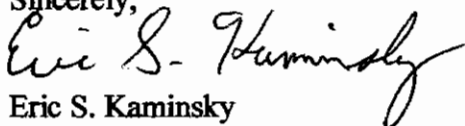
Today, I had a letter in my mailbox (copy enclosed) from Cheryl Kellner, of the Cincinnati District, in response to the questionnaire the Post Office sent out. She states that comments from residents would be considered before further action would be taken.

That is simply not the truth. Today, posted in the lobby of the Post Office was the official notice of closure, with a 60-day comment period.

I feel the Postal Service has already decided to close this facility, despite what the residents of the community have to say or the impact the closing will have. I have written Ms. Kellner and expressed my deep disappointment with this closure notice.

Our small community needs your help.

Sincerely,


Eric S. Kaminsky



07/20/2011

ERIC S. KAMINSKY

P.O. BOX 123
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Kettlersville Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You express concern about the number of miles on the customer notification letter. Information was taken from an internet mapping site. If this information is incorrect, the record will be changed to reflect the correct distance.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
- You expressed a concern that since the people of your community paid taxes the Post Office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.
- Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

If it is determined that a discontinuance of the Kettlersville Post Office should be pursued, a formal proposal will be posted in the Anna Post Office, Botkins Post Office and Kettlersville Post Office at a later date. If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

CHERYL KELLNER
Manager, Post Office Operations

SHERROD BROWN
OHIO

DC 1368960
ITEM# 28
PAGE# 14

COMMITTEES:
AGRICULTURE, NUTRITION
AND FORESTRY
APPROPRIATIONS
BANKING, HOUSING,
AND URBAN AFFAIRS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

United States Senate

WASHINGTON, DC 20510

June 29, 2011

Ms. Chu Falling Star
Cincinnati District Manager
United States Postal Service
1591 Dalton Avenue
Cincinnati, Ohio 45234

Dear Ms. Falling Star:

Enclosed please find correspondence from Eric Kaminsky.

Mr. Kaminsky contacted me to make my staff and I aware of the possible closure of the Kettlersville, Ohio Post Office.

While I understand the difficult financial situation the Postal Service is facing, I am concerned with this announcement that another small and rural Post Office will be closed. The closure of small Post Offices, especially those in rural Ohio, often hurts the community, leads to a degraded level of service being provided to my constituents, and cuts off vital access to small businesses.

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,



Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: Eric Kaminsky

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PAGE# 15



Correspondence Tracking Sheet

Tracking # 1968545-1c_

Constituent

Kaminsky, Eric
PO Box 123
Kettlersville, OH 45336-0123
Shelby County

Phone: 937-658-4158
Email: owlgrad1980@yahoo.com

Web Mail Message

Web Mail Subject: New Contact Form Post

Possible closing of U.S. Post office in Kettlersville, Ohio

Eric Kaminsky
8915 St. Rouet 274, PO Box 123
Kettlersville, OH 45336-0123

June 24, 2011

The Honorable Sherrod Brown
United States Senate
713 Hart Senate Office Building
Washington, DC 20510-3503

Senator Brown:

Dear Senator Brown:

I am writing to solicit your help concerning the possible closing of the U.S. Post Office in Kettlersville, Ohio. We received notice from the Cincinnati District office of the USPS that they are considering closing this facility.

The Post Office here in our small village serves as a vital resource in the community. And while the Post Office thinks that other offices located 6 miles away may be able to serve our needs, I think they do not. I believe closing this office will pose a hardship on the residents of the village. I question this plan, especially in light of issues with security of the mail (which now all goes to safe and secure post office boxes) in this age of identity theft.

I am seeking your help to stop the closure. A public meeting with postal representatives is scheduled for June 30. Any assistance you can provide would be greatly appreciated.

Sincerely,

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PAGE# 16

Eric Kaminsky
937-658-4158

Eric Kaminsky sent this message via Congress.org, which uses the Capwiz-XC system. Congress.org is a free public service of Capitol Advantage and Knowlegis, LLC. You may access Congress.org here: <http://congress.org>



UNITED STATES
POSTAL SERVICE

October 31, 2011

The Honorable Sherrod Brown
US Senate
1301 E 9th St, Ste 1710
Cleveland, OH 44114-1869

Dear Senator Brown:

This is in response to your October 28 letter regarding Linda Miller and the Kettlersville OH Post Office closure. The current status of the study is it has been appealed to the Postal Regulatory Commission for review. There is no other information to provide at this time.

The world is changing. The way people work, interact, learn, communicate, do business, and live their daily lives is vastly different than it was for our parents and even for many of us. Over the past five years mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In addition, more than 35 percent of the US Postal Service's retail sales are now conducted in expanded access locations outside the traditional post offices. We face a growing gap between declining volume and increasing costs such as fuel, building upkeep, utility expenses, etc.

The US Postal Service is at a critical juncture. Despite all our efforts to find long-term solutions to our ongoing financial issues, there remain areas that are not under our direct control and these areas must be addressed by the members of Congress. Nothing would please us more than to have businesses and customers increase their use of USPS products and services to avoid future office closures. Regardless, we have an unwavering commitment to providing effective service at affordable prices. Please know we are working diligently to ensure our service standards for all classes of mail are met for all residents and businesses – now and in the future.

Sincerely,

Chu Falling Star
District Manager
Cincinnati District

cc: Bob Redden, Post Office Review Coordinator

SHERROD BROWN
OHIO

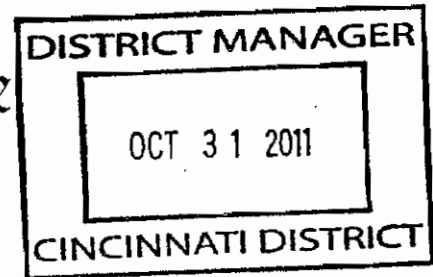
COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
BANKING, HOUSING,
AND URBAN AFFAIRS
HEALTH, EDUCATION,
LABOR, AND PENSIONS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

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United States Senate

WASHINGTON, DC 20510

October 28, 2011



Ms. Chu Falling Star
Cincinnati District Manager
United States Postal Service
1591 Dalton Avenue
Cincinnati, Ohio 45234

Dear Ms. Falling Star:

Enclosed please find a copy of correspondence provided to me by Linda R. Miller, regarding the closure of the Kettlersville Post Office.

While I understand the difficult financial situation the Postal Service is facing, I am concerned when the closure of a postal facility may lead to a degraded level of service being provided to my constituents. In addition, the closure of a Post Office cuts off vital access to small businesses and is detrimental to the community in many other ways.

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,

A handwritten signature in black ink that reads "Sherrod Brown". The signature is written in a cursive, flowing style.

Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: Postal Regulatory Commission
Linda R. Miller

DOCKET # 1368960
ITEM# 28
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Village of Kettlersville
PO Box 144
Kettlersville OH 453365

October 25, 2011

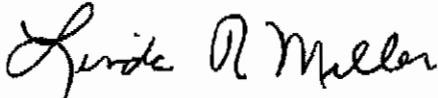
Postal Regulatory Commission
901 New York Avenue NW, Suite 200
Washington, DC 20268-0001

Docket #1368960-45336

This is in regards to the closing of the Kettlersville Ohio post office. This post office is less than 10 years old. The government made the decision to build the new post office which has been an asset to the community and surrounding rural areas. Now we are in danger of losing this asset.

Please reconsider the closing of this post office. Kettlersville is a growing community and the closing of the post office could be a detriment to our growth.

Regards



Linda R. Miller
Fiscal Officer, Village of Kettlersville

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

\$	33,168
\$	11,111
\$	2,400
\$	46,679
-	6,034
\$	40,645

A one-time expense of \$ 1,500 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Bob Redden

7-20-2011

Investigative Coordinator

Date

Reviewed and Certified By:

Bob Redden

7-20-2011

District PO Review Coordinator

Date



07/20/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the KETTLERSVILLE Post Office
Docket No. 1368960

This is to advise you that on 07/22/2011, I will post for public comment a proposal to close the KETTLERSVILLE Post Office in SHELBY, Congressional District No. OH-04.

If you have any questions, please call BOB REDDEN District Review Coordinator at (513) 684-5454.

A handwritten signature in black ink, appearing to be "Chu/Falling Star", written over the printed name.

CHU/FALLING STAR
District Manager
CINCINNATI PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



07/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
KETTLERSVILLE Proposal
Docket No. 1368960 - 45336

Please post the enclosed proposal to close the KETTLERSVILLE Post Office in the lobby. The proposal must be posted in a prominent place from 07/22/2011 through close of business on 09/22/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (513) 684-5454.

A handwritten signature in dark ink that reads "Bob Redden".

BOB REDDEN
Post Office Review Coordinator
CINCINNATI PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 07/22/2011

Date of Removal: 09/22/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Kettlersville Post Office:

The Postal Service is considering the close of the Kettlersville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/22/2011 through 09/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Kettlersville Post Office, Botkins Post Office and Anna Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

BOB REDDEN
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

For more information, you may call BOB REDDEN at (513) 684-5454 or write to the above address.

Thank you for your assistance.



CHERYL KELLNER
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

DC 1368960
ITEM# 33
PAGE# 1

Date of Posting: 07/22/2011

Posting Round Date:

Date of Removal: 09/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368960 - 45336

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on July 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.

The Kettlersville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 to 12:30 to 16:30 Monday - Friday, 08:00 to 12:00 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 69 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 24 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,026 (84 revenue units) in FY 2008; \$28,215 (74 revenue units) in FY 2009; and \$32,205 (84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 30, 2011, representatives from the Postal Service were available at Kettlersville Fire Department to answer questions and provide information to customers. 27 customer(s) attended the meeting.

On June 16, 2011, 107 questionnaires were distributed to delivery customers of the Kettlersville Post Office. Questionnaires were also available over the counter for retail customers at the Kettlersville Post Office. 27 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 14 unfavorable, and 11 expressed no opinion.

One congressional inquiry was received on July 05, 2011.

A petition supporting the retention of the Kettlersville Post Office was received on July 07, 2011, with 7 signatures. If this proposal is implemented, delivery and retail services will be provided by the Anna Post Office, an EAS-16 level office. Window service hours at the Anna Post Office are from 8:30 am to 12 pm and 1 pm to 4:30 pm, Monday through Friday, and 8:30 am to 11:30 am on Saturday. There are 254 post office boxes available.

Retail service is also available at the Botkins Post Office an EAS-15 level office, located six miles away. Window service hours at Botkins Post Office are from 8 am to 12:30 pm and 1 pm to 4 pm, Monday through Friday and 9 am to 12 pm on Saturday. There are 62 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer concerned about mail being unsecure.

Response: In some location CBUs are installed for delivery of mail due to security and when there is no location for rural box installation. The CBUs are a locked multi delivery mail box that would be serviced by the rural carrier and provides the customer with security of their mail that can only be retrieved with a key by the customer.
2. **Concern:** Customer concerned about the refund of P.O.Box fees.

Response: Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.

Response: Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
4. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

5. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:**

Customer suggested leaving all the boxes at one location. Preferable the current one.

Response:

At the current location the building is owned by the Postal Service but the land is leased. Installing CBUs (centralized delivery) in an area of the town for residents that have no location for a rural box will be reviewed on a case to case basis.

7. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

9. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

10. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

11. **Concern:**

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

12. **Concern:**

Customers were concerned about a possible address change.

Response:

Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

13. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

14. Concern:

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the

15. Concern:

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

16. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL/The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS/Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES/Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL/Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. Concern:

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

18. **Concern:**

No Concern.

Response:

19. **Concern:**

Customer concerned about who makes final decision on the closure of their Post Office.

Response:

Final decision will be made at Headquarters in Washington D.C.

20. **Concern:**

Customer concerned if the population of the community is considered in the closing.

Response:

The population growth or decline is part of the information that is entered into the proposal docket.

21. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

22. **Concern:**

Customer expressed a concern that they requested and were denied rural delivery service.

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

23. **Concern:**

Customers concerned about wanting door delivery.

Response:

The community would be served by rural carrier delivery not city carrier delivery. Rural carrier delivery does provide door delivery to hardship cases and to some business.

24. **Concern:**

Customers concerned what would happen with the new building that was built less than ten years ago.

Response:

Post Office real-estate office would be in contact with the land owner that the building sets to work out the details.

25. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

26. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing.

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

27. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

28. **Concern:**

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

29. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

30. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Kettlersville is an incorporated community located in Shelby County. The community is administered politically by Kettlersville Village Council. Police protection is provided by the Sidney County Sheriff. Fire protection is provided by the Van Buren Township Fire Dept.. The community is comprised of Retirees, commuters and self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Van Buren Township Fire Department, Village of Kettlersville, Kettlersville Well Assn., Immanuel United Church of Christ, Kettlersville Inn, E-Z Hutch, Roettger Hardwood, Diversfeid Electrical, Trupointe Cooperative Propane, Trupointe Cooperative INC. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Kettlersville Post Office will be available at the Anna Post Office. Government forms normally provided by the Post Office will also be available at the Anna Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- 1. Concern:** Customer expressed a concern about leaving money in the mailbox.

Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
- 2. Concern:** Customer expressed a concern about nonpostal services.

Response: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
- 3. Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- 4. Concern:** Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:

Information was taken from an internet mapping site. If this information is incorrect, the record will be changed to reflect the correct distance.

5. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

6. **Concern:**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses

8. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

9. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 40,645 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 2,400</u>
Total Annual Costs	\$ 46,679
Less Annual Cost of Replacement Service	<u>- \$ 6,034</u>
Total Annual Savings	<u>\$ 40,645</u>

V. OTHER FACTORS

The building is owned by the Post Office but was built on leased land. Postal Real-Estate will negotiate the sale or transfer of the building.

VI. SUMMARY

The Postal Service is proposing to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Kettlersville Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 27. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$40,645 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Kettlersville Post Office, Botkins Post Office and Anna Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.


CHERYL KELLNER
Manager, Post Office Operations

07/22/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



07/20/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/22/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Bob Redden".

BOB REDDEN
Post Office Review Coordinator
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990



A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: SHELBY
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 09/29/2011
Fax No: (513) 684-5749

1368960
ITEM# 36
PAGE# 2

Date of Posting: 07/22/2011

Posting Round Date:



Date of Removal: 09/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368960 - 45336

Date of Posting: 07/22/2011

Date of Removal: 09/22/2011



UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE**



To the customers of the Kettlersville Post Office:

The Postal Service is considering the close of the Kettlersville Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/22/2011 through 09/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Kettlersville Post Office, Botkins Post Office and Anna Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

BOB REDDEN
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

For more information, you may call BOB REDDEN at (513) 684-5454 or write to the above address.

Thank you for your assistance.

Cheryl Kellner

CHERYL KELLNER
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 07/20/2011

Postal Customers of the Kettlersville Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Kettlersville Post Office, which was posted 07/22/2011 through 09/22/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Kettlersville Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,



CHERYL KELLNER
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990



09/29/2011

BEN BOWSHER
P.O. BOX 70
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Kettlersville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about delivery time. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about the limited hours of operation at the Post Office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.
- Postal Real Estate office will handle the arrangement of the building if the office is discontinued.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

Cheryl Kellner
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

GOING TO RURAL DELIVERY OVER A P.O. BOX
YOU ARE NOT SURE WHEN YOUR MAIL WILL COME.
IN OUR CASE WE ARE ON THE END OF THE ROUTE. (2-3pm)
WE HAVE OUR P.O. BOX ~~MAIL~~ BY 8:30 AM.
MAIL

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

A LOSS OF A BUSINESS IN A COMMUNITY IS
NEVER GOOD, IT WOULD ADD ANOTHER EMPTY BUILDING
TO THE TOWN. ALSO IT PUTS SOMEONE OUT OF A JOB.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I THINK THE POSTAL SERVICE SHOULD TRY LIMITED
HOURS OF SERVICE AT KETTLERSVILLE BEFORE CLOSING IT
COMPLETELY, A LOT OF MONEY WAS SPENT LESS THAN 10
YEARS AGO TO BUILD A BUILDING AND NOW THE POSTAL SERVICE

BEN BOWSER

Ben Bowser WANTS TO GET
IT AWAY,

Name of Postal Customer

Signature of Postal Customer

P.O. BOX 70

Mailing Address

KETTLERSVILLE, OH 45336

City, State, and ZIP Code

8/10/11
Date



09/29/2011

ELAINE SLATON

P.O.BOX 162
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Kettlersville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Postal Real Estate office will handle the arrangement of the building if the office is discontinued. The delivery of the mail to a central location will also be considered.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

Cheryl Kellner
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

What will happen to the building that is on leased property? Why can't the boxes stay here - even if building is unmanned.

Elaine Staton

Name of Postal Customer

Elaine Staton

Signature of Postal Customer

PO Box 162

Mailing Address

Kettersville OH 45336

City, State, and ZIP Code

9/1/11

Date



09/29/2011

KAREN BERNING

P.O.BOX 65
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Kettlersville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- In situation when rural boxes can't be installed central delivery boxes are installed by the post office for convenient and safe delivery.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Kellner".

Cheryl Kellner
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We have sidewalks to the road. There is no place for mailboxes in front of houses as we were told would be convenient for us. We have no store to put the postal serv. into. Since we don't have a postmaster - it is cheaper to have our post office as far as salary.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We have many retired people in town. If they have to drive somewhere else to get their mail - it may be very hard for them. The post office is where everyone finds out the news of the town when you see other people there.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are incorporated in Kettlersville and the police protection is from Shelby County Sheriff's Dept. Our fire dept. is also next to the post office. It is the Kettlersville - Van Buren Fire Dept.
Karen Berning KAREN BERNING

Name of Postal Customer

Signature of Postal Customer

P.O. Box 65

Mailing Address

Kettlersville, Ohio 45336

City, State, and ZIP Code

8/4/11
Date

As far as no theft in our community - Wow! Just cars, trucks, & building have been broken into. I guess that isn't much compared to a large town! They (the young kids) would soon find that money is in mailboxes.



09/29/2011

KETTLERSVILLE WELL ASSN.

P.O. BOX 142
KETTLERSVILLE, OH 45336

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Kettlersville Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. In situation when business receive a large amount of incoming or have a large amount of outgoing mail inside delivery to a set location can be established to help secure the mail.
- You expressed a concern about a change in address. Customers will use their 911 address. The new address will continue to use the community name and ZIP Code if they are located in the town limits. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The location of the central boxes would be no further than the distance they travel to pick up their mail at the current post office.
- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Bob Redden at (513) 684-5454.

Sincerely,

A handwritten signature in blue ink that reads "Cheryl Kellner".

Cheryl Kellner
Manager, Post Office Operations
1591 Dalton Ave
Cincinnati, Ohio, 45234-9990

DOC# 136B960
ITEM# 38
PAGE# 4A

Kettlersville Well Association

P.O. Box 142

Kettlersville, Ohio, 45336

August 11, 2011

United States Postal Department

Dear Sir/Madam:

I am a long time resident of our Village, and am writing to express my concern about recent discussion and pending decision to close our Post Office in Kettlersville. I understand that the decision is being considered to enable the Postal Service to operate more efficiently. The following comments are in response to your form requesting further comments.

The Kettlersville Well Association is a public utility in Kettlersville, Ohio. We have mass mailings for accounts receivable and accounts payable on a monthly, quarterly and annual basis. Closure of our post office would create a situation where we would have to travel to another town to pick our mail. Additionally, there is a security problem due to a criminal element in our area. Checks could be removed from our box or a customer's box. This potential problem not only affects the Well Association, but all other businesses and individuals.

Additionally, I understand we would have to change our zip codes which require new printing expenses. Additionally, citizens will have to install a new mail box on their property adding an expense to families who are already financially strapped. Additionally, if you decide to install pods, it will create a problem for seniors especially in inclement weather.

Finally, your representative's explanation of the US Postal system problem is bogus. The upper echelon of the Postal Service needs to operate like a business and less like a Bureaucratic Government Agency. Trim the fat in the large metropolitan offices instead of eliminating the more efficient small offices. I would like an opportunity to meet with the Postmaster General to show him the fundamentals of running a successful business. I am a retired Banker of 30 profitable years.

Ernest R. Bacon

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the KETTLERSVILLE Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

See Attached

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Kettersville Well Assn.
Name of Postal Customer

P.O. Box 142

Kettersville, OH 45336
Mailing Address

Earnest R. Bacon, Treas
Signature of Postal Customer

City, State, and ZIP Code

8-9-11
Date

Kettersville Well Assn.

P.O. Box 142

Kettersville, OH 45336



A. Office

Name: KETTLERSVILLE State: OH Zip Code: 45336
Area: EASTERN District: CINCINNATI PFC
Congressional District: OH-04 County: SHELBY
EAS Grade: 11 Finance Number: 384046
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Bob Redden
Title: CINCINNATI PFC Post Office Review Coordinator
Tele No: (513) 684-5454

Date: 09/29/2011
Fax No: (513) 684-5749

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	4
Favorable comments	0
Unfavorable comments	4
No opinion expressed	0
Total comments returned	4

Postal Concerns

The following postal concerns were expressed

- Concern (Unfavorable):**
Customer concerned about having no location to install rural mail boxes due to sidewalks.

Response:
In situation when rural boxes can't be installed central delivery boxes are installed by the post office for convenient and safe delivery.
- Concern (Unfavorable):**
Customer concerned about the building being built only ten years ago.

Response:
Postal Real Estate office will handle the arrangement of the building if the office is discontinued.
- Concern (Unfavorable):**
Customer concerned what will happen to the building.

Response:
Postal Real Estate office will handle the arrangement of the building if the office is discontinued. The delivery of the mail to a central location will also be considered.
- Concern (Unfavorable):**
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

Response:
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
- Concern (Unfavorable):**
Customer suggested reducing/alternating the number of hours the post office operates.

Response:
Hours are determined by the workload at the post office. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- Concern (Unfavorable):**
Customers were concerned about a possible address change.

Response:
Customers will use their 911 address. The new address will continue to use the community name and ZIP Code if they are located in the town limits. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.
- Concern (Unfavorable):**
Customers were concerned about having to travel to another Post Office for service.

Response:
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24. In situation when business receive a large amount of incoming or have a large amount of outgoing mail inside delivery to a set location can be established to help secure the mail.
- Concern (Unfavorable):**
Customers were concerned about later delivery of mail.

Response:
The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
- Concern (Unfavorable):**
Customers were concerned about mail security.

Response:
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern (Unfavorable):**
Customers were concerned about senior citizens.

Response:
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The location of the central boxes would be no further than the distance they travel to pick up their mail at the current post office.
- Concern (Unfavorable):**
Customers were concerned about the limited hours of operation at the Post Office.

Response:

revenue. A workload analysis indicated the office level had declined and qualified for less hours of service per week. Carrier service will provide 24-hour access to the mail.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Unfavorable):
Customers stated the town was incorporated and should have a postmaster.
Response:
The incorporated status of a town has no bearing on its requirements for postal services.
2. Concern (Unfavorable):
Customers were concerned about loss of employment in the community.
Response:
The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
3. Concern (Unfavorable):
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

DOCKET# 1368960
ITEM# 41
PAGE# 1

Date of Posting: 07/22/2011

Posting Round Date:

Date of Removal: 09/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1368960 - 45336

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on July 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.

The Kettlersville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 to 12:30 to 16:30 Monday - Friday, 08:00 to 12:00 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 69 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 24 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,026 (84 revenue units) in FY 2008; \$28,215 (74 revenue units) in FY 2009; and \$32,205 (84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 30, 2011, representatives from the Postal Service were available at Kettlersville Fire Department to answer questions and provide information to customers. 27 customer(s) attended the meeting.

On June 16, 2011, 107 questionnaires were distributed to delivery customers of the Kettlersville Post Office. Questionnaires were also available over the counter for retail customers at the Kettlersville Post Office. 27 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 14 unfavorable, and 11 expressed no opinion.

One congressional inquiry was received on July 05, 2011.

A petition supporting the retention of the Kettlersville Post Office was received on July 07, 2011, with 7 signatures. If this proposal is implemented, delivery and retail services will be provided by the Anna Post Office, an EAS-16 level office. Window service hours at the Anna Post Office are from 8:30 am to 12 pm and 1 pm to 4:30 pm, Monday through Friday, and 8:30 am to 11:30 am on Saturday. There are 254 post office boxes available.

Retail service is also available at the Botkins Post Office an EAS-15 level office, located six miles away. Window service hours at Botkins Post Office are from 8 am to 12:30 pm and 1 pm to 4 pm, Monday through Friday and 9 am to 12 pm on Saturday. There are 62 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer concerned about mail being unsecure.

Response: In some location CBUs are installed for delivery of mail due to security and when there is no location for rural box installation. The CBUs are a locked multi delivery mail box that would be serviced by the rural carrier and provides the customer with security of their mail that can only be retrieved with a key by the customer.
2. **Concern:** Customer concerned about the refund of P.O.Box fees.

Response: Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.

Response: Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
4. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

5. **Concern:**

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

6. **Concern:**

Customer suggested leaving all the boxes at one location. Preferable the current one.

Response:

At the current location the building is owned by the Postal Service but the land is leased. Installing CBUs (centralized delivery) in an area of the town for residents that have no location for a rural box will be reviewed on a case to case basis.

7. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

8. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.

9. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

10. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

11. **Concern:**

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

12. **Concern:**

Customers were concerned about a possible address change.

Response:

Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

13. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

14. Concern:

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the

15. Concern:

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

16. Concern:

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL/The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS/Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES/Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL/Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. Concern:

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

18. **Concern:**

No Concern.

Response:

19. **Concern:**

Customer concerned about having no location to install rural mail boxes due to sidewalks.

Response:

In situation when rural boxes can't be installed central delivery boxes are installed by the post office for convenient and safe delivery.

20. **Concern:**

Customer concerned about the building being built only ten years ago.

Response:

Postal Real Estate office will handle the arrangement of the building if the office is discontinued.

21. **Concern:**

Customer concerned what will happen to the building.

Response:

Postal Real Estate office will handle the arrangement of the building if the office is discontinued. The delivery of the mail to a central location will also be considered.

22. **Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

23. **Concern:**

Customer suggested reducing/alternating the number of hours the post office operates.

Response:

Hours are determined by the workload at the post office. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

24. **Concern:**

Customers were concerned about the limited hours of operation at the Post Office.

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

25. **Concern:**

Customer concerned about who makes final decision on the closure of their Post Office.

Response:

Final decision will be made at Headquarters in Washington D.C.

26. **Concern:**

Customer concerned if the population of the community is considered in the closing.

Response:

The population growth or decline is part of the information that is entered into the proposal docket.

27. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

28. Concern:

Customer expressed a concern that they requested and were denied rural delivery service.

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

29. Concern:

Customers concerned about wanting door delivery.

Response:

The community would be served by rural carrier delivery not city carrier delivery. Rural carrier delivery does provide door delivery to hardship cases and to some business.

30. Concern:

Customers concerned what would happen with the new building that was built less than ten years ago.

Response:

Post Office real-estate office would be in contact with the land owner that the building sets to work out the details.

31. Concern:

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

32. Concern:

Customers felt the cost of postage was increasing while service was decreasing.

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

33. Concern:

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

34. Concern:

Customers inquired about mailbox installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

35. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

36. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Kettlersville is an incorporated community located in SHELBY County. The community is administered politically by Kettlersville Village Council. Police protection is provided by the Sidney County Sheriff. Fire protection is provided by the Van Buren Township Fire Dept.. The community is comprised of Retirees, commuters and self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Van Buren Township Fire Department, Village of Kettlersville, Kettlersville Well Assn., Immanuel United Church of Christ, Kettlersville Inn, E-Z Hutch, Roettger Hardwood, Diversfeid Electrical, Trupointe Cooperative Propane, Trupointe Cooperative INC . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Kettlersville Post Office will be available at the Anna Post Office. Government forms normally provided by the Post Office will also be available at the Anna Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about leaving money in the mailbox.
Response: A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.
2. **Concern:** Customer expressed a concern about nonpostal services.
Response: Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
3. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.
Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
4. **Concern:** Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:

Information was taken from an internet mapping site. If this information is incorrect; the record will be changed to reflect the correct distance.

5. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

6. **Concern:**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

8. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

9. **Concern:**

Customers stated the town was incorporated and should have a postmaster.

Response:

The incorporated status of a town has no bearing on its requirements for postal services.

10. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 40,645 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 2,400</u>
Total Annual Costs	\$ 46,679
Less Annual Cost of Replacement Service	<u>- \$ 6,034</u>
Total Annual Savings	<u>\$ 40,645</u>

V. OTHER FACTORS

The building is owned by the Post Office but was built on leased land. Postal Real-Estate will negotiate the sale or transfer of the building.

VI. SUMMARY

The Postal Service is proposing to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Kettlersville Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 27. There are no permit mailers or postage meter customers.

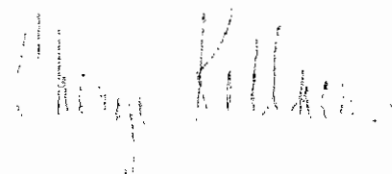
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$40,645 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Kettlersville Post Office, Botkins Post Office and Anna Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



CHERYL KELLNER
Manager, Post Office Operations

07/22/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/08/2011																		
2. Post Office Name KETTLERSVILLE		3. State and ZIP + 4 Code OH, 45336-9998																				
4. District, Customer Service CINCINNATI PFC	5. Area, Customer Service EASTERN	6. County SHELBY	7. Congressional District OH-04																			
8. Reason for Proposal to Discontinue Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.		9. PO Emergency Suspend/(Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																		
11. Staffing		12. Hours of Service																				
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/31/2009 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 1 No of Non-Career- 0		a. Time M-F 08:00 to 12:00 to 12:30 to 16:30 Sat 08:00 to 12:00 Total Window Hours Per Week a. Lobby Time M-F 24 hours Sat 24 hours 44.00 f. No. of Postage Meters 0 g. No. of Permits 0																				
13. Number of Customers Served		14. Daily Volume (Pieces)																				
a. General Delivery 0 b. P.O. Box 69 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 69 g. No. Receiving Duplicate Service 1 h. Average No. Daily Transactions 26.90		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>199</td> <td>45</td> </tr> <tr> <td>b. Newspaper</td> <td>50</td> <td>4</td> </tr> <tr> <td>c. Parcel</td> <td>4</td> <td>2</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>2</td> </tr> <tr> <td>e. Total</td> <td>253</td> <td>53</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	199	45	b. Newspaper	50	4	c. Parcel	4	2	d. Other	0	2	e. Total	253	53
Types of Mail	Received	Dispatched																				
a. First-Class	199	45																				
b. Newspaper	50	4																				
c. Parcel	4	2																				
d. Other	0	2																				
e. Total	253	53																				
Finances a. FY 2008 2009 2010		Receipts \$ 32,026 \$ 28,215 \$ 32,205	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168	c. PM Fringe Benefits (33.5% of b.) \$11,111																		
15a. Quarters																						
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (If Leased, Expiration Date) 12/31/2011 Annual Lease \$ 2400 30-day cancellation clause? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																						
15b. Explain: USPS owned modular on leased land, LED 12/31/11, rent \$2,400/yr, 30day termination, 2-5yr R/O's available at \$2,400/yr.																						
17. Schools, Churches and Organization in Service Area: No: 4 Van Buren Township Fire Department, Village of Kettlersville, Kettlersville Well Assn., Immanuel United Church of Christ		19. Administrative/Emanating Office (Proposed): Name ANNA EAS Level 16 Miles Away 7.7 8:30 am to 12 pm Window Service Hours: M-F and 1 pm to 4:30 pm SAT 8:30 am to 11:30 am Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 254																				
18. Businesses in Service Area: No: 6 Kettlersville Inn, E-Z Hutch, Roettger Hardwood, Diversfeld Electrical, Trupointe Cooperative Propene, Trupointe Cooperative INC		20. Nearest Post Office (if different from above): Name BOTKINS EAS Level 15 Miles Away 6.2 8 am to 12:30 pm Window Service Hours: M-F and 1 pm to 4 pm SAT 9 am to 12 pm Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 62																				
21. Prepared by																						
Printed Name and Title BOB REDDEN		Signature BOB REDDEN		Telephone No. AC () (513) 684-5454																		
PO Discontinuation Coordinator Name BOB REDDEN		Telephone No. AC () (513) 684-5454		Location CINCINNATI, OHIO																		



09/29/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
KETTLERSVILLE
Docket Number 1368960 - 45336

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.



CHULFALLING STAR
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: KETTLERSVILLE, OH, 45336-9998
EAS Level: 11
District: CINCINNATI PFC
County: SHELBY
Congressional District: OH-04
Proposal: ☒ Close ☐ Consolidate
Reason For Proposed: retired
Alternate Service Proposed: Rural Route Service
Customers Affected:
Post Office Box: 69
General Delivery: 0
Rural Route: 0
Highway Contract Route (HCR): 0
City Route: 0
Intermediate Rural: 0
Intermediate HCR: 0
Total number of customers: 69

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
07/31/2009	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 1 Noncareer: 0 Other Employees: 1
05/09/2011	District manager authorization to study.
06/16/2011	Questionnaires sent to customers. Number sent: 107 Number Returned: 27 Analysis: Favorable 2 Unfavorable 14 No Opinion 11
07/07/2011	Petition received. Number of signatures: 7 Concerns expressed: Post Office is vital community resource, residents of the village depend on timely, safe and secure delivery of mail, loss of post office would be a detriment to the growth of the community.
07/05/2011	Congressional inquiry received: Yes Concerns expressed: The post office is a vital part of the community, hardship for resident to have to travel to another town for post service, rural boxes would be unsafe for mail.
07/20/2011	Proposal and checklist sent to district for review.
07/20/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
07/20/2011	Proposal and invitation for comments posted and round-dated.
09/29/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 4 No Opinion 0 4
None	Premature PRC appeal received. Concerns expressed:
06/08/2011	Updated PS Form 4920 completed (if necessary).
09/29/2011	Certification of the official record.
09/30/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
10/03/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
10/14/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

BOB REDDEN
Name/Title
BOB REDDEN
District Post Office Review Coordinator

(513) 684-5454
Telephone Number
(513) 684-5454
Telephone Number



09/30/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Kettlersville Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Bob Redden, Post Office Review Coordinator, at (513) 684-5454 or Cheryl Kellner Manager Post Office Operations.

CHU FALLING STAR
DISTRICT MANAGER
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4C/P1368960.pdf>)

Headquarters acknowledgment of receipt of official record (optional)

Self-addressed envelope

cc: Vice President, EASTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the KETTLERSVILLE was received by 10/03/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET# 1368960
ITEM# 47
PAGE# 1

Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368960 - 45336

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster position became vacant when the postmaster retired on July 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Service needs in the community have declined and alternate services provided by the Post Office would provide as good or better service to the community.

The Kettlersville Post Office, an EAS-11 level, provides service from 08:00 to 12:00 to 12:30 to 16:30 Monday - Friday, 08:00 to 12:00 Saturday and lobby hours of 24 hours on Monday - Friday and 24 hours on Saturday to 69 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 27 transaction(s) accounting for 24 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$32,026 (84 revenue units) in FY 2008; \$28,215 (74 revenue units) in FY 2009; and \$32,205 (84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On June 30, 2011, representatives from the Postal Service were available at Kettlersville Fire Department to answer questions and provide information to customers. 27 customer(s) attended the meeting.

On June 16, 2011, 107 questionnaires were distributed to delivery customers of the Kettlersville Post Office. Questionnaires were also available over the counter for retail customers at the Kettlersville Post Office. 27 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 14 unfavorable, and 11 expressed no opinion.

One congressional inquiry was received on July 05, 2011.

A petition supporting the retention of the Kettlersville Post Office was received on July 07, 2011, with 7 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Anna Post Office, an EAS-16 level office. Window service hours at the Anna Post Office are from 8:30 am to 12 pm and 1 pm to 4:30 pm, Monday through Friday, and 8:30 am to 11:30 am on Saturday. There are 254 post office boxes available.

Retail service is also available at the Botkins Post Office an EAS-15 level office, located six miles away. Window service hours at Botkins Post Office are from 8 am to 12:30 pm and 1 pm to 4 pm, Monday through Friday and 9 am to 12 pm on Saturday. There are 62 post office boxes available for rent.

The proposal to close the Kettlersville Post Office was posted with an invitation for comment at the Kettlersville Post Office, Botkins Post Office and Anna Post Office from July 22, 2011 to September 22, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about mail being unsecure.
Response: In some location CBUs are installed for delivery of mail due to security and when there is no location for rural box installation. The CBUs are a locked multi delivery mail box that would be serviced by the rural carrier and provides the customer with security of their mail that can only be retrieved with a key by the customer.
2. **Concern:** Customer concerned about the refund of P.O.Box fees.
Response: Customers will receive a pro-rated refund on box fees if the decision is made to close the office and provide rural delivery for the remaining time of the box rental.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.
Response: Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

4. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.
Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
5. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.
Response: The rural carrier will accept any letters or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
6. **Concern:** Customer suggested leaving all the boxes at one location. Preferable the current one.
Response: At the current location the building is owned by the Postal Service but the land is leased. Installing CBUs (centralized delivery) in an area of the town for residents that have no location for a rural box will be reviewed on a case to case basis.
7. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
8. **Concern:** Customers expressed concern about misdelivered mail.
Response: The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action.
9. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
10. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
11. **Concern:** Customers were concerned why the postmaster position was not filled.
Response: All management positions were frozen in anticipation of the reorganization efforts.
12. **Concern:** Customers were concerned about a possible address change.
Response: Customers will use their assigned 911 address. The new address will continue to use the community name and ZIP Code for residents that reside in the community and will be reviewed on a case-to-case basis. Mail will be forwarded in accordance with postal regulations. Change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change.

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13. **Concern:**

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

14. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the

15. **Concern:**

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

16. **Concern:**

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL/The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS/Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES/Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL/Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

17. **Concern:**

Customers were concerned about senior citizens.

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Response: PAGE# 5

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

18. **Concern:** No Concern.

Response:

19. **Concern:** Customer concerned about having no location to install rural mail boxes due to sidewalks.

Response: In situation when rural boxes can't be installed central delivery boxes are installed by the post office for convenient and safe delivery.

20. **Concern:** Customer concerned about the building being built only ten years ago.

Response: Postal Real Estate office will handle the arrangement of the building if the office is discontinued.

21. **Concern:** Customer concerned what will happen to the building.

Response: Postal Real Estate office will handle the arrangement of the building if the office is discontinued. The delivery of the mail to a central location will also be considered.

22. **Concern:** Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

23. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.

Response: Hours are determined by the workload at the post office. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

24. **Concern:** Customers were concerned about the limited hours of operation at the Post Office.

Response: Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

25. **Concern:** Customer concerned about who makes final decision on the closure of their Post Office.

Response: Final decision will be made at Headquarters in Washington D.C.

26. **Concern:** Customer concerned if the population of the community is considered in the closing.

Response: The population growth or decline is part of the information that is entered into the proposal docket.

27. **Concern:** Customer expressed a concern about package delivery and pickup.

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Response PAGE# 6

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

28. **Concern:**

Customer expressed a concern that they requested and were denied rural delivery service.

Response:

There are several guidelines which must be met prior to a road being approved for delivery. The road to be traveled must be maintained at all times of the year. It cannot dead end in a private driveway even if the drive is maintained by a municipality. There must be a suitable turning point provided for the carrier, preferably with no backing. If backing is involved, there are other guidelines to adhere to. If backing is necessitated, the Postmaster must verify it is in a low-traffic area and there are no children in the immediate vicinity on a regular basis. There must also be a minimum of one family per one-half mile of travel. If you have applied for and been denied an extension, you may wish to contact your local magistrate or other county official to determine if they can bring your road up to these standards. At that point, you may reapply for delivery.

29. **Concern:**

Customers concerned about wanting door delivery.

Response:

The community would be served by rural carrier delivery not city carrier delivery. Rural carrier delivery does provide door delivery to hardship cases and to some business.

30. **Concern:**

Customers concerned what would happen with the new building that was built less than ten years ago.

Response:

Post Office real-estate office would be in contact with the land owner that the building sets to work out the details.

31. **Concern:**

Customers expressed concern over the dependability of rural route service.

Response:

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously each day.

32. **Concern:**

Customers felt the cost of postage was increasing while service was decreasing.

Response:

The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

33. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

Response:

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

34. **Concern:**

Customers inquired about mailbox installation and maintenance.

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

35. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

36. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels.

Response:

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at usps.com or by calling 1-800-ASK-USPS.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Kettlersville is an incorporated community located in SHELBY County. The community is administered politically by Kettlersville Village Council. Police protection is provided by the Sidney County Sheriff. Fire protection is provided by the Van Buren Township Fire Dept.. The community is comprised of Retirees, commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Van Buren Township Fire Department, Village of Kettlersville, Kettlersville Well Assn., Immanuel United Church of Christ, Kettlersville Inn, E-Z Hutch, Roettger Hardwood, Diversfeid Electrical, Trupointe Cooperative Propane, Trupointe Cooperative INC. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Kettlersville Post Office will be available at the Anna Post Office. Government forms normally provided by the Post Office will also be available at the Anna Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customer expressed a concern about leaving money in the mailbox.

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ITEM# 47

Response: PAGE# B

A questionnaire was sent to the postal inspection service concerning mail theft and vandalism in the area. Their records indicate that there has not been any report of mail theft or vandalism in the area. However, customers may place a note in their mailboxes instructing the carrier to sound their horn when they arrive, in order to transact financial business.

2. **Concern:**

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

3. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

4. **Concern:**

Customer stated that the number of miles listed between the offices on the customer notification letter was incorrect.

Response:

Information was taken from an internet mapping site. If this information is incorrect, the record will be changed to reflect the correct distance.

5. **Concern:**

Customers expressed concern for loss of community identity.

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

6. **Concern:**

Customers felt the Post Office should remain open since they paid taxes.

Response:

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

8. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

9. **Concern:**

Customers stated the town was incorporated and should have a postmaster.

Response:

The incorporated status of a town has no bearing on its requirements for postal services.

10. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

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Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 40,645 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 2,400</u>
Total Annual Costs	\$ 46,679
Less Annual Cost of Replacement Service	<u>- \$ 6,034</u>
Total Annual Savings	<u>\$ 40,645</u>

V. OTHER FACTORS

The building is owned by the Post Office but was built on leased land. Postal Real-Estate will negotiate the sale or transfer of the building.

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ITEM# 47
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VI. SUMMARY

This is the final determination to close the Kettlersville, OH Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Anna Post Office, located eight miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The Kettlersville Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 27. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$40,645 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Kettlersville Post Office, Botkins Post Office and Anna Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Kettlersville Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Kettlersville Post Office, Botkins Post Office and Anna Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

10/11/2011

Date



10/14/2011

OFFICER-IN-CHARGE/POSTMASTER
Kettlersville Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Kettlersville Post Office Final
Determination Docket No. 1368960 - 45336

Please post in the lobby the enclosed final determination to close the Kettlersville Post Office. The final determination must be posted in a prominent place from 10/14/2011 through close of business on 11/15/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 11/16/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (513) 684-5454.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bob Redden".

BOB REDDEN
POST OFFICE REVIEW COORDINATOR
1591 DALTON AVE
CINCINNATI, OHIO 45234-9990

Enclosures:
Final Determination Official Record



Date of Posting: 10/14/2011

Date of Removal: 11/15/2011

FINAL DETERMINATION TO CLOSE
THE KETTLERSVILLE, OH POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1368960 - 46336

**Postal Bulletin Post Office Change Announcement Form
Final Determination 30-Day Posting Dates**

Post Office Final Determination Posting Dates*

Date posted: 10/14/2011

Date removed: 11/15/2011

No. of days posted: 32

Actual discontinuance date:

Official discontinuance date:

(Headquarters entry):

Note: Unless otherwise stated, the official discontinuance date listed in the Postal Bulletin is the first Saturday that falls 60 days after the final determination is posted. For a community Post Office, classified station, or classified branch, the discontinuance date is 60 days after the Headquarters approval date.

**BEFORE CHANGE
POST OFFICE INFORMATION**

Post Office

Name and State: KETTLERSVILLE, OH

ZIP Code: 45336-9998 Finance no: 384046

County: SHELBY

Type of discontinuance:

Consolidate () Close (X)

Type of discontinued facility

Post Office (X)

Classified Station () Branch ()

Community Post Office (CPO) ()

Coordinator name: BOB REDDEN

Telephone: (513) 684-5454

**AFTER CHANGE
POST OFFICE INFORMATION**

Administrative

Post Office: ANNA

ZIP Code: 45302-9998 Finance no: 380210

County: SHELBY

Original name retained? Yes (X) No ()

New last line of customer address is:

KETTLERSVILLE OH,45336

Type of replacement service

Post Office () Route (X)

Classified Station () Branch ()

Contract Unit () Community Post Office (CPO) ()

Date:

(Location) District: CINCINNATI PFC

The announcement cannot be made in the Postal Bulletin unless this form is submitted to the above address. Do not send directly to Address Management, Postal Service Headquarters.

Mailing instructions for CPO/classified station/classified branch discontinuance. Immediately submit three copies of this announcement form to the above address. For nonsuspended offices, enclose a copy of the letter sent to customers notifying them of the discontinuance.

For more information, call (202) 268-5083.

Headquarters entry: () TL () HS

*Final determination posting is not required for CPO, classified station, or classified branch discontinuance.

Final determination for an independent Post Office must be posted for at least 30 days.



10/27/2011

DISTRICT MANAGER
CINCINNATI PFC
1591 DALTON AVE
CINCINNATI, OHIO, 45234-9990

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the
KETTLERSVILLE, 45336-9998 Docket No. 1368960 - 45336

This is to advise you that an appeal to the final determination to discontinue the KETTLERSVILLE has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero
Manager Field Performance West

cc:
Vice President, Area Operations EASTERN Area
Government Relations and Public Policy